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XEN IPK
XEN MAIL CTI INSTALLATION
GUIDE

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Introduction

SECTION 1
OVERVIEW

About this guide

The *Installation Guide* contains instructions for setting up the voice messaging system. Refer to, Chapter 2– Setting Up the System to begin the set up process.

Conventions

This guide uses the following conventions:

User input
Information that the user types appears in a unique font. For example, type MSGORDER and press ENTER.

Key names
Names of keys on the keyboard appear in capital letters. For example, ALT+TAB.

A Note contains information that supplements the main text but is not essential to the understanding of the text. A Note may supply information that applies only in special cases.

A See also provides references to other topics related to the current topic.

CAUTION: A Caution advises users that failure to avoid or to take a specific action may lead to unwanted results.

WARNING! A Warning advises users that failure to avoid or to take a specific action will result in physical harm to the user, damage to the hardware, or destruction of data.

SECTION 2
BATTERY DISPOSAL AND SAFETY

The XenMail CTI system includes a battery list below. When disposing of these batteries, you must comply with applicable Federal and State regulations regarding proper disposal procedures.

IMPORTANT SAFEGUARDS FOR BATTERY DISPOSAL

DO NOT PLACE USED BATTERIES IN YOUR REGULAR TRASH! THE PRODUCT YOU PURCHASED CONTAINS A NICKEL-CADMIUM OR SEALED LEAD BATTERY. NICKEL-CADMIUM OR SEALED LEAD BATTERIES MUST BE COLLECTED, RECYCLED OR DISPOSED OF IN AN ENVIRONMENTALLY SOUND MANNER.

The incineration. landfilling or mixing of nickel-cadmium or sealed lead batteries with the municipal solid waste stream is PROHIBITED BY LAW in most areas. Contact your local solid waste management officials for other information regarding the environmentally sound collection, recycling and disposal of the battery.

Nickel-Cadmium (or sealed lead) batteries must be returned to a Federal or State approved nickel-cadmium (or sealed lead) battery recycler. This may be where the batteries were originally sold or a local seller of automotive batteries. Contact your local waste management officials for other information regarding the environmentally sound collection, recycling and disposal of the battery contained in this product.

Table 1-1: Battery Types and Quantities for KSUs and ETUs

Unit Name	Type of Battery	Quantity
XenMail CTI	Lithium	1

CAUTION

Danger of explosion if batteries are incorrectly installed. Replace only with the same or equivalant type of battery as indicated throughout this manual.

Related documentation

The product disc contains this guide, the *System Management Guide,* the *System Conversation Guide,* and the *User Guide* in the PDF format. If you need Acrobat Reader to access a PDF file, you can install it from the voice messaging system's disc.

The following books and online resources can help you learn more about working with your voice messaging system:

- *System Management Guide:* Contains instructions for setting up, maintaining, and customising the voice messaging system. This guide includes a comprehensive troubleshooting chapter.

- *System Conversation Guide* (available as a PDF file only): Contains tables of the system conversation's prompts and phrases.

- *User Guide:* Contains instructions for subscribers about accessing their accounts and checking and sending messages.

- *Field Help:* Press F1 to see field-specific help for entering data or codes in a field on the voice messaging system screen.

- Third party documentation: You can find compliance information for third-party electronic devices in the manufacturer's documentation included in the XenMail CTI package. Do not use a third-party manufacturer's documentation to set up, upgrade, or manage XenMail CTI. Refer only to XenMail CTI documentation to set up, upgrade, and manage XenMail CTI.

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Setting Up the System

SECTION 1

NEW WITH THIS PRODUCT

After reviewing the information in the table below, proceed to the "Setup Overview" on page 6.

Setting up the XenMail CTI

Previous setup procedure	New setup procedure
Installing the voice messaging system software, OS/2 software, and other system components	Everything you need to run the XenMail CTI is preinstalled. To begin using the system, install the voice messaging system board into a slot in the phone system.
Accessing the voice messaging system application screens	With XenMail CTI package, the voice messaging system application is stored on a hard drive located on the voice messaging system board. You can plug a monitor, keyboard, and mouse directly into the voice messaging system board or use remote access software installed on a support computer to access voice messaging system screens and files.
Backing up and restoring voice messaging system files	Tape backups are not available with the XenMail CTI. You can schedule backups of voice messaging system files using the fields on a new system screen. To transfer files to a local or network drive and later restore them to the voice messaging system, you can use the new Backup/ Restore/ File Transfer (BRFT) utility.

SECTION 2
SETUP OVERVIEW

The XenMail CTI is a fully tested and assembled voice messaging system. The voice messaging system software, a modem and custom OS/2 Warp 4.0 operating system software are preinstalled on a board that you place in the phone system.

The following steps offer guidelines for setting up a new XenMail CTI package. You can also use these steps if you are "upgrading" to XenMail CTI package from a different product. (Back up the existing voice messaging system database first. Once you complete the steps below, restore it as described in "Restoring system files" on page 47. Fax messages cannot be restored.)

If you are upgrading an existing, see "Upgrading the Voice Messaging System," on page 61.

Setup steps

1   Insert the voice messaging system board into the phone system.
See "Installing the voice messaging system boards" on page 7.

2   Connect communication devices to voice messaging system board.
See "Connecting communication devices" on page 8.

3   Set up the phone system integration.
See "Integration Overview" on page 9.

4   If you plan to use a remote access connection to access the voice messaging system screens, set up a support computer to do so.
See "Remote Access" on page 25.

5   Configure the voice messaging system software for network backups, feature packages, and system languages.
See "Setting up the Voice Messaging System Software" on page 18.

6   Customise the integration, as necessary.
See "Changing the Keypad Map" on page 22.

7   Sign in to the system screens.
See "Signing In and Signing Out" on page 24.

8   If your system includes TeLANophy, set it up.
See "TeLANophy overview" on page 32.

9   Set up the voice messaging system ports, transaction boxes, and subscribers, and integration options for your site.
See *System Management Guide*: System overview, Chapter 2.

10 If your system includes FaxMail, set it up.
See *System Management Guide*: "FaxMail setup, Chapter 9.

11 Back up the voice messaging system.
See "Using the backup and restore utilities on page 32.

SECTION 3

INSTALLING THE VOICE MESSAGING SYSTEM BOARDS

The voice messaging system board provides all voice messaging system application functions and voice recording storage on their hard disks.

To install the voice messaging system board in the phone system, perform the following procedure. For an illustration of the main board used for all systems, see "About the system board."

To install the voice messaging system board(s)

1   Turn off the phone system.

2   Insert the board halfway into any available slot in the phone system.

3   Do one of the following:

   •   To access the voice messaging system screens using a monitor, keyboard, and mouse, plug these devices into the appropriate locations on the voice messaging system board.

   •   To access the voice messaging system screens using a remote access connection, set SW3 dip switch #2 Off for a direct connection or On for a modem connection.

4   Confirm the SW3 dip switch #1 and #2 are set Off and switch #3 and #4 are set On.

5   Insert the board all the way into the slot.

6   Confirm the Shutdown switch is set On.

7   Turn on the phone system. When the software LED lights, the voice messaging system is running and ready for use. The system may take 5-10 minutes to start.

SECTION 4

CONNECTING COMMUNICATION DEVICES

Perform the procedure below in the following scenarios:

- If you want to access the voice messaging system's hard drive using a monitor, keyboard, and mouse plugged directly into the voice messaging system board. (When you are on-site and the system is accessible.)

- If you want to utilise a LAN connection for TeLANophy and to perform network backups.

- If you want to utilise a modem for remote access connections.

Refer to "About the system board" for an illustration of the voice messaging system board.

To connect communication devices to the voice messaging system

1. If you did not plug in a monitor, keyboard, and mouse when you installed the voice messaging system board and you want to use these devices, do the following:

   - Set the Shutdown switch Off to shut down the voice messaging system.
   - After voicemail has shut down, turn off the KSU.
   - Pull the board half-way out of the phone system.
   - Plug in a monitor, keyboard, and mouse into the voice messaging system board.
   - Push the board into the phone system. Be sure that the board are firmly seated in the slot.
   - Set the Shutdown switch On and turn KSU on.

2. To utilise a LAN connection, plug the network cable connector into the Ethernet jack on the voice messaging system board.

3. To utilise a modem connection, plug the modem's analogue phone line into the phone jack on the voice messaging system board.

SECTION 5
INTEGRATION
OVERVIEW

The basic integration between the phone system and the voice messaging system is set up using procedures found in this section and in your phone system manufacturer's documentation.

In this section, you specify how the phone system will work with the voice messaging system integration by assigning extension numbers and setting up hunt groups, trunk routing, and call overflow. See "Programming the Phone System" on page 10.

Additional voice messaging system features, such as live record, easy message access, identified subscriber messaging, and trunk mapping for transaction boxes, are set up on the voice messaging system's Switch Setup. screens. Refer to related topics in the *System Management Guide* for details.

SECTION 6

PROGRAMMING THE PHONE SYSTEM

To set up the phone system to support digital voice messaging, complete the procedures in this section.

The following table describes the key functions on individual stations.

Key	Function
FEATURE	Return to preceding page
RECALL	Advance to next page
CONF	Go to next selection
REDIAL	Enter pause, hyphen, *, or #
SPEAKER	Exit programming mode
ANSWER	Go back one level
TRANSFER	Save settings
HOLD	Clear settings
*	Move left
#	Move right

To enter programming mode

1   From port 01 or 02, press the FEATURE key.

2   Press the HOLD key.

3   Dial #0*.

To assign interface slot number

Memory block 7-1 assigns the slot number on the phone system that contains the voice messaging system board.

1   Press the LK7 key.

2   Press the LK1 key.

3   Enter the cabinet number and press # .

4   Enter the slot number for the voice messaging system board.

5   Press the RECALL key twice to advance to page 3.

6   Press the LK4 key.

7   Press the TRANSFER key to save the slot assignment and advance to the next slot.

8   Press the ANSWER key twice to exit slot assignment.

To assign phone type

Memory block 7-2 assigns port numbers and specifies the ports as Digital Voicemail (DVM) ports.

1   Press the LK7 key.

2   Press the LK2 key.

3   Enter the port number of the first voice messaging system port.

   NOTE: Ports 01 and 02 cannot be assigned as voicemail.

4   Press the LK7 key to assign the port as DVM.

5   Press the TRANSFER key to save the port assignment and advance to the next port.

6   Repeat steps 4 and 5 for the remaining ports.

7   Press the ANSWER key twice to exit port assignment.

CAUTION: If you make a mistake while performing the above procedure, start over from step 1 of the procedure, "To assign interface slot number" on page 10.

To assign station numbers

Memory block 4-10 assigns the extension numbers that the phone system will use to access voice messaging system ports.

1   Press the LK4 key.

2   Dial 10.

3   Press * four times, then enter the port number of the first voice messaging extension.

4   Enter the extension number to be assigned to this port.

5   Press the TRANSFER key to save the extension number assignment.

6   Dial 10.

7   Press the CONF key to advance to the next voice messaging system port.

8   Repeat steps 4 through 7 for each extension number to be assigned.

9   Press the ANSWER key to exit extension assignment.

To set up a hunt group

Memory block 4-14 assigns the first extension as the pilot hunt number. Memory block 4-15 assigns extensions to the hunt group.

1   Press the LK4 key.

2   Dial 14.

3   Press * twice, then enter the port number of the first voice messaging extension.

4   Press the LK2 key to assign the port as a master in the hunt group.

5   Press the TRANSFER key to save the pilot hunt number assignment and advance to memory block 4-15.

6   Press * twice and dial 14.

7   Press the CONF key to advance to the next port.

8   Press the LK2 key to assign the port as a master in the hunt group.

9   Press the TRANSFER key to save the pilot hunt number assignment.

10 Repeat steps 6 through 9 for each voice messaging port to assign all as masters in the hunt group.

11 Enter the port number for the first voice messaging extension.

12 Press the TRANSFER key.

13 Press * twice.

14 Dial 5.

15 Press the CONF key to advance to the next port.

16 Enter the extension number of the next port.

17 Press the TRANSFER key to save the hunt group extension assignment.

18 Repeat steps 13 through 17 for each extension.

   NOTE: To set up call overflow, program the phone system to handle calls when all voice messaging ports are busy. For a circular hunt group, set the last voice messaging system port to forward to the first port. With this setup, forwarded callers hear a ringback tone and callers who dial the system directly hear a busy tone. Or, you can forward overflow calls to an operator by setting the last voice messaging system port to forward to the operator.

19 Press the ANSWER key to exit hunt group extension assignment.

To set up trunk routing

Memory block 3-42 assigns direct inward termination (DIT) of central office (CO) lines during day mode for the system. Memory block 3-43 directs CO lines during night mode. Perform this procedure if you are planning to use the voice messaging system's automated attendant.

1   Press the LK3 key.

2   Press the TRANSFER key.

3   Dial 42.

4   Press * four times, then enter the number of the first CO line to ring the voice messaging system.

5   Enter the extension of a voice messaging system hunt group master port.

6   Press the TRANSFER key to save the CO line assignment for day mode and to advance to the next memory block.

7   Enter the extension of a voice messaging system hunt group master port

8   Press the TRANSFER key again to save the CO line assignment for night mode.

9   Press * .

10 Dial 2.

11 Press the CONF key to advance to the next CO line.

12 Repeat steps 5 through 11 for each CO line to ring the voice messaging system.

13 Press the ANSWER key to exit the DIT assignment.

To make the forward all calls setting available by class of service

Memory block 1-8-08 enables the selected class of service to forward all calls.

1   Press the LK1 key.

2   Press the LK8 key.

3   Dial 08.

4   Enter the class of service number.

5   The LK1 key is lit when the forward all calls setting is available to the selected class of service. Press the LK1 key if it is not already lit.

6   Press the TRANSFER key to save the selection and advance to the next class of service.

7   Repeat steps 4 through 5 for each class of service that requires the forward-all-calls setting.

8   Press the ANSWER key twice to exit the forward-all-calls selection.

To make the call forwarding on busy/no answer setting available by class of service

Memory block 1-8-08 enables the selected class of service to forward calls on busy/no answer.

1   Press the LK1 key.

2   Press the LK8 key.

3   Dial 08.

4   Enter the class of service number.

5   Press the RECALL key.

6   The LK5 key is lit when the forwarding on busy/no answer setting is available to the selected class of service. Press the LK5 key if it is not already lit.

7   Press the TRANSFER key to save the selection and advance to the next class of service.

8   Repeat steps 5 through 7 for each class of service that requires call forwarding busy/no answer.

9   Press the ANSWER key twice to exit the station class of service assignment.

To enable live record by trunk

Memory block 3-45 selects the live record feature for each CO line.

1   Press the LK3 key.

2   Press the TRANSFER key.

3   Dial 45.

4   Press * twice, then enter the CO line number.

5   Press the LK2 key to enable live record on this CO line.

6   Press the TRANSFER key to save the live record setting.

7   Press * twice.

8   Dial 45.

9   Press the CONF key to advance to the next CO line.

10 Repeat steps 5 through 9 for each CO line that will use live record.

11 Press the ANSWER key to exit live record trunk selection.

To make the live record setting available by class of service

Memory block 1-8-08 enables the selected class of service to use the live record feature from the phone.

1   Press the LK1 key.

2   Press the LK8 key.

3   Dial 08.

4   Enter the class of service number.

5   Press the RECALL key to advance to page 4.

6   Press the LK5 key to make the live record setting available to the selected class of service.

7   Press the TRANSFER key to save the selection and advance to the next class of service.

8   Repeat steps 5 through 7 for each class of service.

9   Press the ANSWER key twice to exit the station class of service assignment.

To allow the voice messaging system to use a barge-in code for live record

1   Press the LK1 key.

2   Press the LK8 key.

3   Dial 08.

4   Enter the class of service number for the voice messaging system ports.

5   The LK4 key is lit when voice messaging system trunk lines are enabled to receive a barge-in code. Press the LK4 key if it is not already lit.

6   Press the TRANSFER key to save the selection.

7   Press the ANSWER key twice to exit the station class of service assignment.

To allow individual stations to receive a barge-in code for live record

1   Press the LK1 key.

2   Press the LK8 key.

3   Dial 08.

4   Enter the class of service number.

5   The LK5 key is lit when the class of service is enabled to receive a barge-in code. Press the LK5 key if it is not already lit.

6   Press the TRANSFER key to save the selection.

7   Repeat steps 4 and 5 for each class of service that requires live record.

8   Press the ANSWER key twice to exit the selection.

To assign the extension number of the voice messaging system for live record

Memory block 1-8-26 identifies the voice messaging ports available for live record.

1 Press the LK1 key.

2 Press the LK8 key.

3 Dial 26.

4 Enter the extension number of the voice messaging system hunt group master port.

5 Press the TRANSFER key to save the port settings.

6 Press the ANSWER key twice to exit the port assignment for live record.

To assign feature access keys

Memory block 4-12 assigns line keys as feature access keys. Program each line key as a feature access key to allow live record on individual extensions.

1 Press the LK4 key.

2 Dial 12.

3 Press * four times, followed by the port number of the extension that you want to program.

4 Enter the first line key number (for example, 09) to be assigned as a feature access key.

5 Press the LK6 key.

6 Enter the feature access key number (01-10).

7 Press the TRANSFER key to save the key assignment and advance to the next line key number.

8 Repeat steps 5 through 7 for each line key.

9 Repeat steps 3 through 8 for the remaining extensions that will use live record.

10 Press the SPEAKER key to exit programming mode.

To program individual stations for call forward on all calls

1 Go off hook.

2 Dial 41, then enter the extension number of the first DVM port.

3 Hang up.

To program individual stations for call forward on busy/no answer

1   Go off hook.

2   Dial 43, then enter the extension number of the first voice messaging system port.

3   Hang up.

To cancel call forward or call forward on busy/no answer for individual stations

1   Go off hook.

2   Do one of the following:

    •   Dial 42 to cancel call forward all calls.

3   Do one of the following:

    •   Dial 42 to cancel call forward all calls.

    •   Dial 44 to cancel call forward on busy/no answer.

4   Hang up.

SECTION 7

SETTING UP THE VOICE MESSAGING SYSTEM SOFTWARE

You must set up the voice messaging system software to:

- Perform network backups
- Use TeLANophy
- Select system languages

To do so, review the following table and then perform the procedure, "To set up the voice messaging system software" on page 18.

Setup option	Action required
TeLANophy	❏ Configure TCP/IP or IPX/SPX protocols
Network protocols	❏ For TCP/IP, indicate: subnet mask, router, domain, server name and TCP/IP address of voice messaging system
	❏ For IPX/SPX, indicate: NetWare bindery or directory mode, preferred server and name context, frame header type
	❏ For NetBIOS over TCP/IP, configure TCP/IP and indicate: NT domain, NT user ID, and NT password
Prompts	❏ Indicate the system language you want to use

To set up the voice messaging system software

1   Ask your network administrator for the information required to set up the feature packages and network protocols. Refer to the table on page 18 for details.

2   Do one of the following:

- If you are using a monitor, keyboard, and mouse plugged into the voice messaging system board to access the system screens, you should be able to view the Banner screen.
- If you are using remote access software to access system screens, follow the instructions in "Remote Access" on page 25 to establish a remote access connection.

3   Shut down the voice messaging system application by pressing ESC at the Banner screen and then following the system prompts.

4   To open an OS/2 command prompt from the voice messaging system screens, do one of the following:

- If you are using a monitor, keyboard, and mouse plugged into the voice messaging system board to access the voice messaging system screens, go to the OS/2 desktop and select the OS/2 Window icon.
- If you are using a remote access connection, switch to the OS/2 Host Process Switcher window. (See "Using the OS/2 host process switcher" on page 34 for instructions.) Type 0 to choose "Start a new 0S/2 text session" and press ENTER.

5   At the OS/2 command prompt, type **f:** and press ENTER.

6   Type **cd ** and press ENTER.

7   Type **setup** and press ENTER.

8 Type **y** to proceed with the voice messaging system Setup utility.

9 From the Setup Type menu, type **2** to choose "Configure system" and press ENTER.

10 Press ENTER to confirm that the voice messaging software is installed on drive E.

11 Press ENTER to confirm that the voice messaging software is installed in the Vmail directory.

12 Review the features and options available with your new system that are listed on-screen. Press ENTER to continue.

13 From the Update Configuration menu, choose all the configuration options you want to set up your system:

- To set up TeLANophy, type 1 and press ENTER.
- To enable network backups, type 3 and press ENTER.
- To select the system language, type 4 and press ENTER.

   NOTE: Numbers for each menu item may vary.

14 When you have completed your selection(s), press ENTER.

To set up the voice messaging system software, continued

1 From the Select Network Protocols menu, select all that apply:

- To select IPX/SPX, type 1 and press ENTER.
- To select TCP/IP, type 2 and press ENTER.
- To select NetBIOS over TCP/IP, type 3 and press ENTER.

   NOTES:
- Either a TCP/IP or IPX/SPX configuration is required for TeLANophy.
- Either an IPX/SPX or a NetBIOS over TCP/IP configuration is required to perform network backups.
- To set up NetBIOS over TCP/IP, a TCP/IP configuration is also required. Select option 2 and 3 to set this up.

2 When you have completed your selection(s), press ENTER.

3 If you selected TCP/IP, perform the following actions. Otherwise, go to step 5.

- Type 1 and press ENTER. Type the correct value for the "TCP/IP Address" field and press ENTER.
- Type 2 and press ENTER. Type the correct value for the "Subnet Mask" field and press ENTER.
- Type 3 and press ENTER. Type the correct value for the "Default Router" field and press ENTER.
- Type 4 and press ENTER. Type the correct value for the "Domain" field and press ENTER.
- Type 5 and press ENTER. Type the correct value for the "Name Server" field and press ENTER.

4 Confirm your entries are correct. Press ENTER to continue.

5   If you selected IPX/SPX, perform the appropriate action below. Otherwise, go to step 5.

- To select "Version 3.x or 4.x bindery mode," type 1 and press ENTER.
- To select "Version 4.x directory service," type 2 and press ENTER.

To set up the voice messaging system software, continued

1   If you selected "Version 3.x or 4.x bindery mode," perform the following actions. Otherwise, go to step 2.

- Type m and press ENTER. Type the correct value for the "NetWare name context" field and press ENTER.
- Confirm your entry is correct. Press ENTER to continue.

2   If you selected "Version 4.x directory service," perform the following actions:

- Type m and press ENTER. Type the correct value for the "NetWare name context" field and press ENTER.
- Confirm your entry is correct. Press ENTER to continue.
- Type m and press ENTER. Type the correct value for the "Preferred NetWare server name" field and press ENTER.
- Confirm your entry is correct. Press ENTER to continue.

3   From the Ethernet Frame Header menu, perform the appropriate action below:

- To select "Ethernet 802.2," type 1 and press ENTER.
- To select "Ethernet 802.3," type 2 and press ENTER.
- To select "Ethernet Snap," type 3 and press ENTER.
- To select "Ethernet II," type 4 and press ENTER.

4   When you have completed your selection, press ENTER to continue.

5   If you selected NetBIOS over TCP/IP, perform the following actions. Otherwise, go to step 1.

- Type 1 and press ENTER. Type the correct value for the "Workstation name" field and press ENTER.
- Type 2 and press ENTER. Type the correct value for the "NT Domain name" field and press ENTER.
- Type 3 and press ENTER. Type the correct value for the "Workstation description" field and press ENTER.

   NOTE: If you have not configured TCP/IP, an error message is displayed. Follow the on-screen instructions to continue.

6   Press ENTER to confirm your entries.

To set up the voice messaging system software, continued

1   From the TeLANophy Server Name menu, perform one of the following actions:

    • To enter a name for the voicemail server, type m and press ENTER. Type the server name and press ENTER.

    • To use the default server name, press ENTER. "Vserver" is the default server name.

2   Confirm your entry is correct. Press ENTER to continue.

3   Select the network protocols that you want the voicemail server to use to communicate with the TeLANophy workstations:

    • To select "IPX/SPX," type 1 and press ENTER.

    • To select "TCP/IP," type 2 and press ENTER.

    NOTE: If you have not configured either of these protocols, an error message is displayed. Follow the on-screen instructions to continue.

4   When you have completed your selection(s), press ENTER.

5   If you chose to add language prompts in step 13, follow the on-screen instructions to configure the system for these features.

6   From the Setup Complete menu, type **y** and press ENTER to exit the Setup utility.

7   Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

    NOTE: A system with incorrect protocol information cannot connect to the LAN. To reenter the correct values, perform the procedure, "To change an existing network protocol configuration."

SECTION 8

CHANGING THE KEYPAD MAP

Callers interact with the voice messaging system by using the keypads on their touch-tone phones. The keypad map determines how digits are mapped to letters.

Each digit on a caller's phone is mapped to two or three letters in the voice messaging system. Callers can enter a wildcard digit in place of any letter when they are not sure of the letter. For example, a system using the Q=7, Z=9 keypad map, the digits 7-1-1 represent P, Q, R, or S followed by any two letters.

The voice messaging system supports five keypad maps:

Keypad map name	Wildcard
Q, Z on the zero digit	1
Q, Z on the 1 digit	0
Q=7, Z=9	1
numbers only	1 (groups only)
Cosmos (Sweden)	None

The mapping of digits to letters should match the phone system and the phones of the outside callers. The system uses the Q=7, Z=9 keypad map by default. If your system requires a different keypad map, use the following procedure to change it.

To change the keypad map

1 Shut down the voice messaging system by pressing ESC at the Banner screen and then follow the system prompts.

2 To open an OS/2 command prompt from the voice messaging system, do one of the following:

 • If you are using a monitor, keyboard, and mouse plugged into the voice messaging system board to access the voice messaging screens, go to the OS/2 desktop and select the OS/2 Window icon.

 • If you are using a remote access connection to access the voice messaging screens, switch to the OS/2 Host Process Switcher window. (See "Using the OS/2 host process switcher" on page 34 for instructions.) Type 0 to choose "Start a new 0S/2 text session" and press ENTER.

3 Type `e:` and press ENTER.

4 Type `cd \vmail` and press ENTER.

5 Type `remap` and press ENTER.

6 Type the number for the keypad map that you want to use, and press ENTER. If an ID conflict error is displayed, follow the on-screen instructions. A conflict is caused when there are two IDs that are made up of letters or numbers that map to the same digits. Callers would enter the same digits to enter both IDs.

7 At the OS/2 command prompt, type `vm` and press ENTER to restart the voice messaging system application.

SECTION 9
SIGNING IN AND SIGNING OUT

Some of the procedures in this guide require that you sign in to the system before you can change any system settings. Use the following procedures to sign in and out of the system.

For security reasons, it is a good idea to change the sign-in ID which is the personal ID for the system's default system manager. After you change it, make sure to tell the system manager what to enter for the system sign-in ID when signing in to the system.

To sign in to the system

1   At the Banner screen, press F2.

2   Type nec and press ENTER.

3   If prompted, type your security code and press ENTER. (You can set a security code by changing the Personal Options for the system manager through the system conversation.)

To sign out of the system

1   Press ESC until you see the message "Are you sure you want to sign out to the Banner screen?"

    Type **y** to confirm that you want to sign out and return to the Banner screen.

To change the default sign-in ID

1   Go to the Personal Directory page for the system manager.

2   In the "Personal ID" field, type a new ID.

Remote Access

SECTION 1

REMOTE ACCESS OVERVIEW

Using remote access software, you can establish a direct or modem connection with the voice messaging system to perform setup, maintenance, and troubleshooting tasks.

Remote access software is preinstalled on the voice messaging system, but you need to install it on the support computer. To do so, see "Setting up the support computer" on page 8.

Remote access software functions

Using remote access software installed on a support computer, you can:

*   Access the voice messaging system screens and files. See "Starting and Ending a Remote Access Connection" on page 13.

*   Open an OS/2 command prompt. See "Using the OS/2 host process switcher" on page 15.

*   Perform file management tasks on the voice messaging system. See "Transferring files" on page 17.

*   Generate reports on remote access connections. See "Tracking remote access connections" on page 18.

*   **Communicate with someone on-site when you are** off-site using keyboards connected to the voice messaging system and the support computer. See "Using keyboard chat" on page 20.

SECTION 2
SETTING UP THE SUPPORT COMPUTER

Before you can establish a remote access connection with the voice messaging system, you need to install CoSession Windows remote software version 7.0 on the support computer. Remote access software is preinstalled in the C:\Cs2 directory on the voice messaging system.

When you install the software, the remote software setup program will automatically detect the support computer's modem settings. However, some communications software may conflict with the setup. You may need to edit the System.ini file to resolve these conflicts. If a message appears during installation, write down the message so you can complete the requested changes after setup is complete. For more details, see the Readme file on the voice messaging system's disc.

To install remote access software

1   Do one of the following:

   • If you are installing remote software on a support computer that does not use MS-DOS remote access software, go to step 2.

   • If you are installing the remote software on a support computer that uses MS-DOS remote access software to support other voice messaging systems, then follow the instructions in "Preparing an existing support computer" on page 10 before continuing with this procedure.

2   If the support computer uses an external modem, confirm that it is turned on.

3   Insert the voice messaging disc in the support computer's CD-ROM drive.

4   From the Start menu, choose "Run."

5   Type `<disc drive>:\Cosession\setup` and choose "OK."

6   Follow the on-screen instructions until you reach the Install Options dialogue box.

7   Select "Custom Install" and click "OK."

8   Clear the "Cosession for Windows Host" selection.

9   Select "CoSession for Windows Remote" and click "Install."

To install remote access software, continued

1 Clear the "NetWare SPK," "NetBIOS," and "WinSock" selections.

2 Select "Modem/Serial" and click "OK."

3 Follow the on-screen instructions until you reach the Viewer Default Modem Settings window.

4 When prompted, use one of the following field value sets for setting up the connection.

Direct connection

- Modem Name: Direct-Connect
- For Q revision Q931 or higher, the direct connect Baud rate is 57,600. For Q930 or lower, the direct connect Baud rate is 19,200
- ComPort: set the support computer's serial port that the null-modem cable uses

Modem connection

- Modem Name: select the applicable modem; if the modem is not listed, select "Generic High Speed"
- Baud rate: 19200
- ComPort: set the support computer's serial port that the modem uses

5 If setting up a modem connection, type the phone number used to dial the host.

6 Complete the on-screen registration information and click "Continue" to complete the installation.

SECTION 3

PREPARING AN EXISTING SUPPORT COMPUTER

If your support computer uses MS-DOS remote software to support other voice messaging systems, perform the following procedure before installing the CoSession Windows remote software.

This procedure is necessary to prevent the CoSession Windows remote software installation from overriding the MS-DOS remote software settings.

To save the support computer's MS-DOS remote access software settings

1   Before updating the software, record the following information:

   • The COM port for the modem.
   • The type of modem installed.
   • The logon name, password, and phone number for each phone book entry set up.

2   Using a text editor, open the computer's Autoexec.bat file.

3   If the Rr.bat file is being launched, type `rem` at the beginning of the line that starts the Rr.bat file.

   If the Rr.bat file is not listed, continue with step 4.

4   Save and close the file.

5   Shut down and restart the support computer.

6   Install the CoSession Windows remote software as described in "To install remote access software" on page 8.

SECTION 4
SETTING UP A SUPPORT COMPUTER'S PHONE BOOK

The support computer's phone book stores basic connection information, such as modem type, COM port, and baud rate settings. This information is used to communicate with the voice messaging system.

The connection settings used by the voice messaging system are already set up by default and are listed below:

COM port
COM 1 is designated for direct connections and COM 2 is assigned to the voice messaging system's modem.

Baud/Speed
For Q revision Q931 or higher, the direct connect Baud rate is 57,600. For Q930 or lower, the direct connect Baud rate is 19,200.

Modem
The voice messaging system's modem type is "Generic High Speed."

Answer/Originate call
This setting lets the voice messaging system answer calls from the support computer.

To set up the phone book, first customise the Default phone book entry to fit your needs. Then, create a phone book entry specifically for each site that you will access using a remote access connection. If you plan to use more than one method to connect to the same voice messaging system, create a phone book entry for each connection type (modem and direct).

To do so, complete the procedures, "To set up the Default phone book entry" on page 12 and "To add a phone book entry" on page 12.

To set up the Default phone book entry

1   Start the remote software on the support computer.

2   From the CoSession Remote Viewer Control Center window, click "Phone book."

3   In the Phone Book window, confirm that the "Name" field contains "Default."

4   For modem connections, in the "Phone ID" field, enter digits routinely used for making calls, such as 0.

5   In the Communications type box, click "Setup."

6   In the "COM Port" field, select the COM port for either the null modem serial cable or the modem on the support computer.

7   For Q revision Q931 or higher, the direct connect Baud rate is 57,600. For Q930 or lower, the direct connect Baud rate is 19,200.

8   In the "Modem Name" field, do one of the following:

    • For direct connections, select "Direct-Connect."
    • For modem connections, select the support computer's modem (or select "Generic High Speed" or "Hayes Extended").

9   Click "Save" and then click "Close."

10 In the Terminal type box, click "Setup."

11 In the CoSession Remote Setup window, type `support` as the logon name and `voice` as the password. The logon name and password are case sensitive.

12 Click "Save" and then click "Close."

To add a phone book entry

1 In the Phone Book window, click "New."

2 In the New phone book entry dialogue box, click "Default" to use the settings for the Default phone book entry.

3 In the "Name" field, type a name for the voice messaging system, such as the company name. Each voice messaging system name must be unique.

4 Type a description in the "Description" field, if appropriate.

5 For modem connections, type the voice messaging system modem's phone number in the "Phone ID" field. This number is determined when the technician programs the phone system to integrate the voice messaging system board.

   NOTES
   • For long-distance numbers, enter the complete phone number, up to 50 characters.

   • You can use a comma (,) to insert a two-second delay. For example: 9,12065551234,,,,567 adds an 8- to 10-second delay before dialling extension 567.

6 Type a description in the "Description" field, if appropriate.

7 If you want remote software to dial this phone book entry whenever you start a remote access connection, select "Quick Connect."

8 Click "Save" and then click "Close."

TIP: If you plan to access the same voice messaging system using both modem and direct connections, set up a phone book entry for each connection type. Since each phone book entry name must be unique, indicate the connection type for the voice messaging system in the "Name" field for the two entries.

SECTION 5
STARTING AND ENDING A REMOTE ACCESS CONNECTION

Remote access software lets you access the voice messaging system application from a support computer. To start a remote access connection, review the connection requirements on this page and then perform the procedure, "To establish a remote access connection" on page 14. Only one remote access connection can be maintained at a time.

Once you have established a connection, the Remote Control window appears. Keystrokes that you enter on the support computer are sent to the voice messaging system only when this window is active.

To end a remote access connection, perform the procedure, "To end a connection" on page 14.

If you routinely connect to the voice messaging system through a long-distance call, you may be able to save money by using Dial Back. See "Using Dial Back" on page 19 for more information.

Direct connection requirements

• One end of a null modem serial cable must be plugged into an available serial port on the support computer. The other end must be plugged into the serial port on the voice messaging system board.

• Confirm that DIP switch #2 is set for direct connection. If necessary, shut down the voice messaging system, set it correctly, and then restart the system.

Modem connection requirements

• A 100 percent Hayes-compatible modem must be installed on the support computer. The voice messaging system comes with a 56K baud modem installed.

• A public phone network (analogue) line must be connected to the support computer's modem. In addition, the voice messaging system's modem must be connected to an analogue line.

• Confirm that DIP switch #2 is set for modem connection. If necessary, shut down the voice messaging system, set it correctly, and then restart the system.

See Also:

To establish a remote access connection

1   Make sure the phone book is set up as described in "Setting up a support computer's phone book" on page 11.

2   Start the remote software on the support computer.

3   Do one of the following:

   • If the voice messaging system you want to call is displayed in the "Name" field, continue to step 4.

   • If not, select a different phone book entry from the "Name" menu.

4   Choose "Call." You may need to repeat this step more than once before you can establish a connection.

5   If you are at the OS/2 Host Process Switcher window, type the appropriate number to select "Voice mail for OS/2" and press ENTER to view the voice messaging system screens.

To end a connection

1   If the OS/2 Host Process Switcher window is active, choose "Voice mail for
OS/2" to switch to the voice messaging system application.

2   Go to the CoSession Remote Viewer Control Center window on the support computer.

3   Choose "Hang up" to end the connection.

TIP: To improve voice messaging system performance, always make the voice messaging system the active screen before ending a remote access connection.

SECTION 6

USING THE OS/2 HOST PROCESS SWITCHER

Once you establish a remote access connection with the voice messaging system, you can use the OS/2 Host Process Switcher to switch between applications. In addition, you can use the Process Switcher to open an OS/2 command prompt necessary to access files or customise settings on the voice messaging system.

To use the OS/2 Host Process Switcher

1   Establish a remote access connection.

2   From the CoSession Remote Viewer Control Center window, press ESC and release. Then quickly press ALT to display the OS/2 Host Process Switcher window. (You may need to try this a few times.)

3   Perform one of the following actions:

   • Type `0` and press ENTER to open an OS/2 command prompt.
   • Type the appropriate number to select "Voice mail for OS/2" and press ENTER to view the voice messaging system screens.

CAUTION: Avoid typing `exit` in an OS/2 window. This may cause the system to behave erratically and you may lose your ability to access the voice messaging system application. For the same reason, avoid opening a DOS window.

SECTION 7

CHANGING THE REMOTE ACCESS DEFAULT LOGON NAME AND PASSWORD

Each phone book entry you create uses a logon name and password to access the voice messaging system. The default logon name is "support," and the default password is "voice." For improved security, you may want to change these settings.

The logon name and password are case-sensitive and must be set the same on both the voice messaging system and the support computer's phone book entries. On the voice messaging system, there is a separate file for direct and modem connection settings. To change these settings, perform the following procedure.

To change the remote access default logon name and password

1   Establish a remote access connection with the voice messaging system.

2   Use the OS/2 Process Switcher window to open an OS/2 command prompt as described in "Using the OS/2 host process switcher" on page 15.

3   At an OS/2 command prompt, type `c:` and press ENTER.

4   Type `cd \cs2` and press ENTER.

5   Type `cs2gen` and press ENTER.

6   From the OS/2 Script File Generator menu, press F1 to load the script files.

7   Type the number corresponding to the script file you want to load:

  • If you are using a direct connection, select Direct.cs2 and press ENTER.
  • If you are using a modem connection, select Modem.cs2 and press ENTER.

8   Press F7 and follow the on-screen instructions to change the logon name on the voice messaging system.

  The current settings are shown at the bottom of the screen.

To change the remote access default logon name and password, continued

1   Press F8 and follow the on-screen instructions to change the password.

2   Press F10 and type **y** to save your changes.

3   Press F11 to exit the Script File Generator utility.

4   End the remote access connection.

5   From the CoSession Remote Viewer Control Center window on the support computer, confirm that the same phone book entry used to connect to the voice messaging system in step 1 is displayed in the "Name" field.

6   Choose "Setup" next to "Terminal type."

7   In the CoSession Remote Viewer Setup window, type the new logon name and password.

8   Choose "Save," then choose "Close."

9   To change security settings on the remaining direct.cs2 or modem.cs2 script file on the voice messaging system and the support computer, repeat steps 1 through 16 using the phone book entry for the alternative connection type.

   If you do not already have a phone book entry set up to access the same voice messaging system using an alternative connection type, see the procedure, "To add a phone book entry" on page 12 to do so.

CAUTION: Avoid changing the Direct.cs2 and the Modem.cs2 script files during the same remote access session because you may lose the ability to access the voice messaging system application using remote access software.

SECTION 8

TRANSFERRING FILES

You can use a remote access connection to transfer a file or group of files between the support computer and voice messaging system. Files transferred between the support computer and the voice messaging system are copied (not moved).

To transfer files, perform the procedure, "To transfer files between the voice messaging system and support computer."

To customise the remote access file transfer settings, perform the procedure, "To change file transfer option settings." You can change the following default file transfer settings on the support computer:

• "Compression," which is set to "On" by default to automatically compress files for transfer.

• "Overwrite," which is set to "Verify" and "Always" by default to confirm the transfer in the event that the file transfer would replace an existing file.

• "Full view," which is set to "Off" by default to display complete file information on both directory panels. When the option is set to "Off," only the file name and size are displayed.

To transfer files between the voice messaging system and support computer

1   Establish a remote access connection with the voice messaging system.

2   From the CoSession Remote Viewer Control Center window, select "File Transfer."

3   From the File Transfer window, select the drive and directory in the source directory which contains the file(s) that you want to transfer. This is in either the local directory (support computer) or the host directory (voice messaging system).

4   From the source directory, select the file(s) that you want to transfer.

5   Confirm your selection and choose "Transfer." If a message is displayed indicating that you have "Too many bytes selected to transfer," ignore it by choosing "OK."

6   When the transfer is complete, choose "Close."

To change file transfer option settings

1   On the support computer, from the CoSession Remote Viewer Control Center window, choose "File transfer."

2   From the Options menu, change the desired settings.

SECTION 9

TRACKING REMOTE ACCESS CONNECTIONS

The remote software's billing log stores the following information about each remote access connection:

- The date the call occurred.
- The starting and ending times of the connection.
- The name and phone number of the voice messaging system.

The billing log is a fixed-length record text file that you can format, print, or import into a database, spreadsheet, or word processing application.

To turn the billing log on or off

1   On the support computer, go to the CoSession Remote Viewer Control Center window.

2   Choose "Setup," and then choose "Billing log" from the menu.

A check mark is displayed when this option is turned on. Select "Billing log" again to turn off the billing log.

To view the billing log

1   Go to the C:\Insync\Csw directory on the support computer.

2   Open the Csw.bil file.

Each record in the billing log is separated by a carriage return. This file exists only after you have established a remote access connection with the billing log turned on.

SECTION 10
USING DIAL BACK

The voice messaging system can receive a call, disconnect, and call back the support computer using Dial Back. If you routinely connect to a voice messaging system through a long-distance call, Dial Back may reduce long-distance phone charges.

Perform the following procedure to set up Dial Back. Once you have set it up, start a remote access connection, as described in "To establish a remote access connection" on page 14. You will need to wait a couple of minutes for the call back and a connection.

To set up the voice messaging system to use Dial Back

1   Establish a remote access connection with the voice messaging system.

2   Use the OS/2 Process Switcher window to open an OS/2 command prompt as described in "Using the OS/2 host process switcher" on page 15.

3   At an OS/2 command prompt, type c: and press ENTER.

4   Type cd \cs2 and press ENTER.

5   Type cs2gen and press ENTER.

6   From the OS/2 Script File Generator menu, press F1 to load the script files.

7   Type the number corresponding to the modem.cs2 script file.

8   Press F6 until "Dial Back & Password" appears in the "Security" field at the bottom of the screen.

9   Press F10, and then type y to save.

10 Press F1 to load the script files.

11 Type the number for the [your login name].cs2 file. If you haven't changed the default logon name, the file is Support.cs2.

12 Press F5 to specify the support computer's phone number.

13 Press F10, and then type y to save.

14 Press F11 to exit the Script File Generator utility.

15 At an OS/2 command prompt, type
    cs2host @modem.cs2 and press ENTER.

    When the OS/2 Host starts, the voice messaging system is set up to use Dial Back.

16 To return to the voice messaging system screens, select "Voice mail for OS/2" from the OS/2 Process Switcher window and press ENTER.

SECTION 11
USING KEYBOARD CHAT

With keyboard chat, you can use the support computer to exchange messages with an on-site system manager. This individual can access the voice messaging system using a keyboard and monitor plugged into the system. Communicating using keyboard chat may prevent the need for an additional long-distance phone call.

When you use keyboard chat, a chat window appears on each monitor, that lets you and the person at the voice messaging system exchange messages. Perform the following procedure to use keyboard chat.

To use keyboard chat

1 Establish a remote access connection.

2 Switch to the CoSession Remote Viewer Control Center window.

3 Choose "Keyboard chat."

4 From the CoSession Remote Chat window, type the message you want displayed in the "Your text" section. The message window will appear on the voice messaging system's monitor.

5 If appropriate, choose "Attention," which beeps the voice messaging system to get the other person's attention.

6 When the person at the voice messaging system types text, it will appear in the "Host text" section of the support computer's monitor.

7 To end the keyboard chat session, close the CoSession Remote Chat window.

Backing Up & Restoring the System

SECTION 1

USING THE BACKUP AND RESTORE UTILITIES

The backup and restore utilities let you:

- Back up files after installation or before a major software upgrade from the voice messaging system screen.

- Transfer backup files to your support computer.

- Restore backup files if your system crashes or equipment fails.

The BRFT (backup and restore file transfer) utility consists of two software programs, the BRFT Host, and the BRFT Remote. The BRFT Host is included on the voice messaging system hard disk. The BRFT Remote must be installed on the same support computer that you use to establish remote access connections.

Setup steps for LAN backups and restores

1 Setup network protocols.
See "Installing network protocols for backups" on page 43.

2 Log on to a network.
To log on to a Microsoft Windows NT with NetBIOS over TCP/IP or a Novell NetWare network, see "Setting the voice messaging system to log on to a network" on page 46.

To set up a remote Windows computer without a Windows network domain for backups, see "Setting up a remote Windows computer for backups" on page 50.

3 Schedule backups.
See "Scheduling system backups" on page 53 .

4 Restore system files.
See "Restoring system files" on page 58.

Setup steps for backups and restores with no LAN connection

1 Setup the support computer.
See "Installing the BRFT Remote" on page 42.

2 Schedule backups.
See "Scheduling system backups" on page 53.

3 Transfer backup files to a support computer.
See "Transferring backup files" on page 56.

4 Restore system files.
See "Restoring system files" on page 58.

SECTION 2
INSTALLING THE BRFT REMOTE

If the voice messaging system is not connected to a LAN, the support computer can be used for backups.

To enable the BRFT utility, install the BRFT Remote on the support computer that you use to establish remote access connections.

For Windows 95 computers, perform the procedure to the right. Otherwise use the procedure below.

To install BRFT Remote

1   Insert the voice messaging system's disc in the support computer's CD-ROM drive.

2   If the support computer is running Windows, open a DOS window.

3   At the DOS command prompt, change to the computer's CD-ROM drive.

4   Type `cd \packages\brftrmt` to change to the BRFT subdirectory.

5   Type `install` and press ENTER.

6   Follow the on-screen instructions to complete the installation.

>   **NOTE:**   If you get an "Incorrect DOS" error message and the utility exits, you are probably installing on a Windows 95 computer. Perform the next procedure.

To install BRFT Remote for Windows 95

1   Insert the voice messaging system's disc in the support computer's CD-ROM drive.

2   If the support computer is running Windows, open a DOS window.

3   At the DOS command prompt, change to the computer's CD-ROM drive.

4   Type `cd \packages\brftrmt` to change to the BRFT subdirectory.

5   Type `set comspec=c:\windows\command.com` and press ENTER.

6   Type install and press ENTER.

7   Follow the on-screen instructions to complete the installation.

SECTION 3

INSTALLING NETWORK PROTOCOLS FOR BACKUPS

Either an IPX/SPX or a NetBIOS over
TCP/IP configuration is required for network backups. You do not need an activation or an upgrade code to enable network backups.

Perform the following procedure to enable network backups on your system. Before you begin, ask your network administrator for the following installation information:

❏ For IPX/SPX, indicate: NetWare bindery or directory, preferred server, name context, and frame header type.

❏ For NetBIOS over TCP/IP, configure TCP/IP and indicate a Windows network domain name.

Or if no domain, perform the procedures in "Setting up a remote Windows computer for backups" on page 50 and indicate a Windows Workgroup name.

❏ For TCP/IP, indicate: subnet mask, router, domain, server name, and TCP/IP address of voice messaging system.

For network backups using a Windows NT network with NetBIOS over TCP/IP or a Novell NetWare network, you must also set up the system to log on to the network. After performing the following procedure, refer to "Setting the voice messaging system to log on to a network" on page 46.

To install network protocols for backups

1   Do one of the following:

•   If you are using a monitor, keyboard, and mouse plugged into the voice messaging system board to access the system screens, you should be able to view the Banner screen.

•   If you are using remote access software to access system screens, establish a remote access connection. For instructions, see "Remote Access" on page 25.

2   Shut down the voice messaging system application by pressing ESC at the Banner screen and then following the system prompts.

3   To open an OS/2 command prompt from the voice messaging system screens, do one of the following:

•   If you are using a monitor, keyboard, and mouse plugged into the voice messaging system board to access the voice messaging system screens, go to the OS/2 desktop and select the OS/2 Window icon.

•   If you are using a remote access connection to access the voice messaging system screens, from the OS/2 Host Process Switcher window, type 0 (zero) to choose "Start a new OS/2 text session" and press ENTER.

To install network protocols for backups, continued

1　At the OS/2 command prompt, type **`f:`** and press ENTER.

2　Type **`cd \`** and press ENTER.

3　Type **`setup`** and press ENTER.

4　Type **`y`** to proceed with the voice messaging system Setup utility.

5　From the Setup Type menu, type **`2`** to choose "Configure System" and press ENTER.

6　Follow the on-screen instructions until you reach the Update Configuration menu.

7　Choose "Configure Network Protocols (for Network Backup/Restore)" by typing the corresponding menu number and pressing ENTER.

8　When you have completed your selection, press ENTER to continue.

9　From the Select Network Protocols menu, select all that apply:

   •　To select IPX/SPX, type **`1`** and press ENTER.

   •　To select TCP/IP, type **`2`** and press ENTER.

   •　To select NetBIOS over TCP/IP, type **`3`** and press ENTER.

   NOTE:　To set up NetBIOS over TCP/IP, a TCP/IP configuration is also required. Select option 2 and 3 to set this up.

10　When you have completed your selection(s), press ENTER.

11　If you selected TCP/IP, perform the following actions. Otherwise, go to step 13.

   •　Type **`1`** and press ENTER. Type the correct value for the "TCP/IP Address" field and press ENTER.

   •　Type **`2`** and press ENTER. Type the correct value for the "Subnet Mask" field and press ENTER.

   •　Type **`3`** and press ENTER. Type the correct value for the "Default Router" field and press ENTER.

   •　Type **`4`** and press ENTER. Type the correct value for the "Domain" field and press ENTER.

   •　Type **`5`** and press ENTER. Type the correct value for the "Name Server" field and press ENTER.

12　Confirm your entries are correct. Press ENTER to continue.

13　If you selected IPX/SPX, perform the appropriate action below. Otherwise, go to step 2.

   •　To select "Version 3.x or 4.x bindery mode," type **`1`** and press ENTER.

   •　To select "Version 4.x directory service," type **`2`** and press ENTER.

14　If you selected "Version 3.x or 4.x bindery mode," perform the following actions. Otherwise, go to step 15.

   •　Type **`m`** and press ENTER. Type the correct value for the "NetWare name context" field and press ENTER.

   •　Confirm your entry is correct. Press ENTER to continue.

15 If you selected "Version 4.x directory service," perform the following actions:

- Type **m** and press ENTER. Type the correct value for the "NetWare name context" field and press ENTER.

- Confirm your entry is correct. Press ENTER to continue.

- Type **m** and press ENTER. Type the correct value for the "Preferred Net-Ware server name" field and press ENTER.

- Confirm your entry is correct. Press ENTER to continue.

16 From the Ethernet Frame Header menu, perform the appropriate action below:

- To select "Ethernet 802.2," type **1** and press ENTER.

- To select "Ethernet 802.3," type **2** and press ENTER.

- To select "Ethernet Snap," type **3** and press ENTER.

- To select "Ethernet II," type **4** and press ENTER.

To install network protocols for backups, continued

1 When you have completed your selection, press ENTER to continue.

2 If you selected NetBIOS over TCP/IP, perform the following actions. Otherwise, go to step 4.

- Type **1** and press ENTER. In the "Workstation name" field, type the NT log on name of the voice messaging system and press ENTER.

- Type **2** and press ENTER. In the "NT Domain name" field, type the voice messaging system's NT domain name and press ENTER.
If no domain, type the Windows workgroup name in this field.

- Type **3** and press ENTER. In the "Workstation description" field, type a description of the voice messaging system and press ENTER.

- Leave the "User" and "Password" fields blank.

3 Press ENTER to confirm your entries.

   NOTE: If you have not configured TCP/IP, an error message is displayed. Follow the on-screen instructions to continue.

4 Follow the on-screen instructions to continue.

5 When you reach the Setup Complete menu, press ENTER to exit the Setup utility.

6 Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

   NOTE: A system with incorrect protocol information cannot connect to the LAN. To reenter the correct values, perform the procedure, "To change an existing network protocol configuration."

SECTION 4

**SETTING THE VOICE
MESSAGING SYSTEM
TO LOG ON TO A
NETWORK**

Windows connection with NetBIOS

To set the voice messaging system to log on to a Windows ME, 98, NT or 2000 network with NetBIOS over TCP/IP, you need to:

- Add the Windows user ID and password with network access rights.
- Log on to the NT domain or Workgroup from the voice messaging system.
- Map a network drive on the computer.

To add the user with network access rights to the voice messaging system

1　On the voice messaging system, go to an OS/2 command prompt.

2　Log on as an administrator and type

```
logon admin /p:admin
```

and press ENTER.

> **NOTE:** To change the default administrator log on, perform "To change the default administrator user ID and password" on page 47.

3　Add a user with network access rights by using specific words in place of "userid" and "password" and typing

```
net user userid password /add
```

and pressing ENTER.

> **NOTE:** The userid and password must match the settings for the Windows computer. See "Setting up a remote Windows computer for backups," on page 50 for more details.

4　Log off the default administrator by typing **Logoff** and pressing ENTER.

To log on to Windows NT with NetBIOS

1　Go to an OS/2 command prompt.

2　Use specific words in place of "userid" "password" and "domain."

- If using a network domain, type

```
logon userid /p:password
 /d:domain
```

- If no domain, type

```
logon userid /p:password
```

3　Press ENTER.

To map a Windows NT network drive

1　Go to an OS/2 command prompt.

2　Use specific words in place of "server" and "share" and type

```
net use x: \\server\share
```

and press ENTER.

Automatic Windows log on

After performing the procedures on page 46, you can set up your voice messaging system to automatically log on to a Windows network by performing the following procedure.

If you prefer to avoid the security risks of automatically logging on, you can use the second and third procedures on page 46 to manually log on.

To automatically log on to Windows NT with NetBIOS

1   Make a backup copy of the Startit.cmd file.

2   Go to the OS/2 command prompt and type

```
tedit c:\startit.cmd
```

and press ENTER.

3   Go to the beginning of the file and insert the following command lines. If not using a domain, insert all but the **/d:domain** command. Use specific words in place of "userid" and "password." "Server" is the Windows computer name and "Share" is the Windows share name.

```
logon userid /p:password
 /d:domain

net use h: \\server\share
```

4   Save the file and close it.

5   Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

To change the default administrator user ID and password

1   Go to an OS/2 command prompt and type

```
logon admin /p:admin
```

and press ENTER.

2   Use specific words in place of "userid" and "password" and add a new admin by typing

```
net user userid password
 /add
```

and pressing ENTER.

3   Assign administrator privileges by typing

```
net user userid
  /privilege:admin
```

and pressing ENTER.

4   Log off the default administrator by typing **logoff** and pressing ENTER.

5   Log on as the new administrator by typing

```
logon userid /p:password
```

and pressing ENTER.

6   Delete the default by typing

```
net user admin /delete
```

and pressing ENTER.

7   Log off the new admin by typing **logoff** and pressing ENTER.

NetWare connection

To set the voice messaging system to log on and attach to a Novell NetWare network, you need to edit three files: Nconnect.cmd, Rconnect.cmd, and Startit.cmd. To do so, perform the following three procedures.

To edit the Nconnect.cmd file

1   Shut down the voice messaging system application by pressing ESC at the Banner screen and then following the system prompts.

2   To open an OS/2 command prompt from the voice messaging system screens, do one of the following:

   • If you are using a monitor, keyboard, and mouse plugged into the voice mes-saging system board to access the voice messaging system screens, go to the OS/2 desktop and select the OS/2 Window icon.

   • If you are using a remote access connection to access the voice messaging system screens, switch to the
   OS/2 Host Process Switcher window. Type 0 to choose "Start a new 0S/2 text session" and press ENTER.

3   At the OS/2 command prompt, type **e:** and press ENTER.

4   Type **cd \vmail** and press ENTER.

5   Make a backup copy of the Nconnect.cmd file.

6   Using the OS/2 tedit text editor, open the Nconnect.cmd file. To do so, type

```
tedit nconnect.cmd
```

and press ENTER.

   NOTE: Refer to the text editor's online help for instructions on using this text editor.

7   Go to the end of the file.

8   Add commands that are specific to the network. For more information, refer to the documentation that comes with the network. For example, type:

```
login server_one/username
 map j:=server_one\admin:
  attach server_two/username
 map k:=server_two\
  accounting:
 map l:=server_two\develop:
```

9   Save the file and close it.

   NOTE: You can log on to only one server, but you can attach to as many

additional servers as necessary.

To edit the Rconnect.cmd file

1   At the OS/2 command prompt, type **e:** and press ENTER.

2   Type **cd \vmail** and press ENTER.

3   Make a backup copy of the Rconnect.cmd file.

4   Using the OS/2 text editor, open the Rconnect.cmd file. To do so, type

```
tedit rconnect.cmd
```

and press ENTER.

5   Go to the line "set dozetime=10."

6   If necessary, replace **10** with the number of minutes between polls made to the network by the Rconnect.cmd file. (If you set this field to a higher number, it may take longer before subscribers are notified that the network is down.)

7   Save the file and close it.

To edit the Startit.cmd file

1   At the OS/2 command prompt, type **e:** and press ENTER.

2   Type **cd \vmail** and press ENTER.

3   Make a backup copy of the Startit.cmd file.

4   Using the OS/2 text editor, open the Startit.cmd file. To do so, type

```
tedit startit.cmd
```

and press ENTER.

5   Go to the line

```
"rem <voice messaging system drive letter>: && cd \vmail && start
'background re-connect'
/f rconnect.cmd"
```

and remove **rem** from it. This sets up the Rconnect.cmd file to run automatically when the voice messaging system restarts.

6   Save the file and close it.

7   At an OS/2 command prompt, type **shutdown** and press ENTER.

SECTION 5

SETTING UP A REMOTE WINDOWS COMPUTER FOR BACKUPS

You can set up a remote Windows computer without a Windows network domain for backing up the voice messaging system.

Based on the version of Windows that you are using, perform the applicable set of procedures on the next three pages. For more detailed instructions, ask your network administrator or refer to the Windows network documentation.

Windows 98 or ME setup

To set up a Windows 98 or ME workgroup

1   From the Control Panel on the Windows computer, double-click the Network icon.

2   In the Configuration tab of the Network window, confirm that "File and printer sharing for Microsoft Networks" is listed in the list of installed network components.

    If it is installed, continue to step 3. If it is not installed, install the service.

3   In the Identification tab, confirm that the "Computer name" is one word with no spaces.

4   Also confirm that the "Workgroup" field has a value that is different than any valid network domain name. If the field is blank, type a unique name.

5   Then write down the "Computer name" and "Workgroup" field values, because you will need these when setting up the voice messaging system.

6   In the Access Control tab, confirm that the "Share-level access control" field is selected and click "OK."

7   When prompted, restart the computer.

To set up share-level access for 98 or ME

1   From the Windows computer desktop, double-click the My Computer icon.

2   Right-click the drive or directory that you want the computer to share with the voice messaging system and then select the Sharing menu.

3   Select "Shared As" and in the "Share Name" field, type a name.

4   Set the "Access Type" and "Passwords" fields, as needed.

5   Write down the share name and password settings for reference during the voice messaging system setup and then click "Apply."

   NOTE: The user that is added to the voice messaging system in the procedure on page 46 must use the same password as this password.

Windows NT or 2000 setup

To set up an NT or 2000 workgroup

1   Log on to the Windows NT or 2000 computer with administration access rights.

2   Right-click the My Computer icon and select the Properties menu.

3   In the Network Identification tab, confirm that the computer name is all one word with no spaces.

4   Click "Properties" and set up a unique Workgroup name, which must be different than any domain on the network.

5   Write down the computer name and Workgroup name for reference during the voice messaging system setup and then click "OK."

To set up an NT or 2000 user ID and password

1   For Windows NT, from the Start menu, click the Programs> Administrative Tools> User Manager menus.

   For Windows 2000, from the Control Panel, double-click the Users and Passwords icon. In the Advanced tab, under the Advanced User Management section, click "Advanced."

2   Do one of the following:

   • For Windows NT, if you want to use a new account, click "Add" and follow the on-screen instructions to set up a new user ID, privileges and password.

   • For Windows 2000, if you want to use a new account, right-click the users folder and select "New user..." Follow the on-screen instructions to set up the new user ID and password.

   • Or for either NT or 2000, if you want the voice messaging system to use the default Guest account, enable the single user Guest account and confirm that the Guest password is set.

   NOTE: Confirm that you are using the single user Guest account for this step, which is different than the Guests group account.

3   For either the Guest or new account, clear the check box for the "User must change password on the next log on" field.

4   Write down the account's User ID and password for reference during the voice messaging system setup.

5   Click "Apply" and then click "Close" to complete the setup.

To set up share-level access for NT or 2000

1 On the Windows computer desktop, double-click the My Computer icon.

2 Right-click the drive or directory that you want the voice messaging system to share and then click the Sharing menu.

3 Select the "Share this folder" field and set the appropriate Share name.

   NOTE: If you are sharing drive C, do not use the default C$ setting. Instead, select "New Share" and create a new sharing profile.

4 Click "Permissions," select "Everyone" and then click "Remove."

5 In the Permissions dialogue box, click "Add" and add the Guest or new user account that you set up in the previous procedure.

6 Then set up the read/write privileges for this user account and click "Apply."

SECTION 6

SCHEDULING SYSTEM BACKUPS

It is a good idea to back up your voice messaging system files on a regular basis. You may also want to back up voice messaging system files after the initial installation, before upgrading the system, and after upgrading the system.

You can use the Backup Schedule screen to schedule two different types of backups:

- An immediate backup. See "To schedule an immediate backup" on page 53.
- Two scheduled backups. You can set up to two daily, weekly or monthly recurring backups.

The backup process requires that you select the type of backup and indicate the appropriate directory path for storing backup files:

- For a network backup, indicate a remote directory path on a network drive. For backing up to Windows NT with NetBIOS over TCP/IP, see "Windows connection with NetBIOS."
- For a local backup, indicate a local directory path on the voice messaging system's hard disk.

TIP:
- Back up your files on a regular schedule, such as every month.
- Keep a written log of the directory path where your backup files are stored.

Use the voice messaging system's Backup screen to schedule backups of the voice messaging system's files. You can choose whether you want to backup prompts, logs, and incoming messages. The voice messaging system's database and OGMs (opening greeting messages) are included in all backups.

To schedule an immediate backup

1   Go to the Backup Schedule screen.

2   In the "Name" field of the Immediate Backup section, type the name you want to use for the backup file set.

3   In the "Destination path" field, type the path to where you want the files saved.

   NOTE: The directory path must exist before the system will accept it as the destination path.

4   In the "Contents" field, select which files that you want to back up.

5   In the "Start backup" filed, type **y** and press ENTER.

6   The voice messaging system then performs an immediate backup. It may take up to a minute to start.

NOTE: For network backups, you must install the correct network protocols on your voice messaging system. See "Installing network protocols for backups," on page 43.

To schedule recurring backups

1 Go to the Backup Schedule screen.

2 In the "Name" field of the Immediate Backup section, type the name you want to use for the backup file set.

3 In the "Destination path" field, type the path to where you want the files saved.

4 In the "Contents" field, select which files that you want to back up.

5 In the "Frequency" section, select the frequency by typing an **x** next to one of the three options.

6 For a weekly backup, type the letter representing the day. For a monthly, type **f** for first or **l** for last and then type the letter of the appropriate day.

7 In the "Start time" and "Start date" fields, type the time and date that you want the backup to occur.

8 In the "Enable backup" field, type **y** to enable the backup and press ENTER.

9 The voice messaging system then performs the backup at the scheduled date and time.

NOTE: The voice messaging system must be running at the scheduled date and time for the backup to occur.

APPLICATION SCREEN PAGE 10

```
>1. Ans                    5. Ans
1:06pm  DAY  28-Jun-02
 2. Ans                                         6. Ans
 3. Ans                    7. Ans
Recording Time:281:17
 4. A/D                    8. A/D
Sandy Simmons
                  E A S Y M A D E   A P P L I C A T I O N     Page 10
BACKUP SCHEDULE                  (System data is included in all backups) |
Immediate Backup                  Scheduled Backup #1            Scheduled
Backup #2
Name:_____               Name: _____           Name:
_____
Destination                       Destination
Destination
  Path:_____              Path: _____             Path:
_____
Contents:                         Contents:
Contents:
  Prompts: No  Logs: No        Prompts: No  Logs: No          Prompts: No
Logs: No
  Messages: No                   Messages: No
Messages: No
```

Name   Accepts the name that you want to use for the backup file set.

Destination path   Accepts the appropriate directory path for where you want to store the backup files.

Prompts   Accepts **y** to backup all system prompts. Otherwise, type **n**.

Logs   Accepts **y** to backup all system logs. Otherwise, type **n**.

Messages   Accepts **y** to backup all system messages. Otherwise, type **n**.

Start backup?   Accepts **y** to begin an immediate backup.

Frequency Accepts an **x** in the space next to one of the three frequency options. For "Weekly," type the letter representing the day. For the monthly schedule, type **f** for first or **l** for last and then the letter representing the day. Type the days in MTWHFSU format (H=Thursday, U=Sunday).

Start time Sets the time for when the backup begins in hh:mmam format. For example, 2:00am.

Start date Sets the date for when the backup begins in dd-mmm format. For example, 28-Jun.

Enable backup? Accepts **y** to enable the scheduled backup to occur. Otherwise, type **n**.

SECTION 7
TRANSFERRING BACKUP FILES

With the BRFT utility, you can use either a null modem serial cable or a modem to connect the BRFT Remote on the support computer to the BRFT Host on the voice messaging system.

TIP: After transferring files to your support computer hard disk, copy them to an appropriate media for off-site storage.

Direct connection requirements

- One end of a null modem serial cable must be plugged into an available serial port on the support computer. The other end must be plugged into the serial port on the voice messaging system board. See "About the system board" for details.

- Confirm that SW3 dip switch #2 is set for direct connections. If necessary, shut down the voice messaging system, set it correctly, and then restart the system.

Modem connection requirements

- A 100 percent Hayes-compatible modem must be installed on the support computer. The voice messaging system comes with a 9600K baud modem installed.

- A public phone network (analogue) line must be connected to the support computer's modem. In addition, the voice messaging system's modem must be connected to an analogue extension port.

To transfer backup files to a support computer

1 Establish a remote access connection. See "To establish a remote access connection," on page 33 for details.

2 At an OS/2 command prompt, go to the E:\Vmail directory.

3 For a direct connection, type **`brfthost -d`** and press ENTER.

For a modem connection, type **`brfthost -bn -m`** and press ENTER, where **`n`** represents the baud rate. For example, type `-b9600` for a baud rate of 9600.

4 During the file transfer, a message with the connection type and baud displays on the screen.

NOTE: To cancel the file transfer on the host computer, press CTRL+BREAK.

5 End the connection and exit Windows Remote.

6 Go to the directory where you installed the BRFT Remote software and double-click on the Brftrmt.exe file to start the program.

7 From the BRFT Connection menu, type **`3`** and press ENTER to select "Configure serial ports."

8 From the Serial Port Configuration menu, select one of the following:

• 1 and press ENTER for "Select serial port."

• 2 and press ENTER for "Change baud rate."

NOTE: These settings must match the host's BRFT serial port settings.

9 To save the new serial port settings for future BRFT connections, type **`3`** to save the settings. Otherwise, these settings are only valid for this connection.

10 Type **`4`** to return to the BRFT Connection menu.

NOTE: After 2 minutes of inactivity, the host utility will end the connection.

11 From the BRFT Connection menu, type **`1`** for a modem connection or type **`2`** for a direct connection.

12 If asked, type the voice messaging system's phone number and press ENTER.

13 Follow the on-screen instructions until the main menu appears.

14 When the main menu appears, type **`1`** to transfer backup files.

15 Follow the on-screen instructions to complete the backup and exit the BRFT Remote software.

SECTION 8

RESTORING SYSTEM FILES

If the voice messaging system's database becomes corrupt and unusable, you can restore system files from a recent backup using the Restore utility. For LAN backups, perform the procedure to the right. For other backups, perform the procedure on the next page.

In rare cases, you may wish to reset the voice messaging system settings to the factory defaults. To do so, perform the procedure, "To restore system default settings (disaster recovery)" on page 60.

WARNING! Restoring the voice messaging system files will overwrite existing files.

WARNING! You risk data corruption if you perform any other tasks on the computer while the data is being restored.

WARNING! Restoring the voice messaging system default settings will erase software configuration settings and all subscriber and port settings. Backup the current database before proceeding.

To restore system files from a LAN backup

1   Establish a remote access connection. See "To establish a remote access connection," on page 33.

2   Copy the backup files to the voice messaging system.

3   Shut down the voice messaging system application.

4   At an OS/2 command prompt, go to the E:\Vmail directory.

5   Type **vmrestor** and press ENTER.

6   Follow the on-screen instructions to restore the system files.

7   Restart the voice messaging system application.

To restore system files from a modem or direct connection

1   If you are restoring system files from diskettes, copy the backup files to the support computer's hard disk.

2   With Windows Remote, establish a remote access connection. See "To establish a remote access connection," on page 33 for details.

3   From the voice messaging system console, go to an OS/2 command prompt.

4   Change to the E:\Vmail directory.

5   For a direct connection, type **brfthost -d** and press ENTER.

   For a modem connection, type **brfthost -bn -m** and press ENTER, where **n** represents the baud rate.   For example, type -b9600 for a baud rate of 9600.

6   End the remote access connection and exit Windows Remote.

7   On the support computer, go to the directory where the BRFT remote software is installed and double-click on the "Brftrmt.exe" file.

8   At the BRFT Connection menu, type **3** and press ENTER to select "Configure serial ports."

9   At the Serial Port Configuration menu, select one of the following:

   • 1 and press ENTER for "Select serial port."

   • 2 and press ENTER for "Change baud rate."

   NOTE: These settings must match the host's BRFT serial port settings.

10 To save the new serial port settings for future BRFT connections, type **3** to save the settings. Otherwise, these settings are only valid for this connection.

11 Type **4** to return to the BRFT Connection menu.

   NOTE: After 2 minutes of inactivity, the host utility will end the connection.

12 At the BRFT Connection menu, type **1** for a modem connection or type **2** for a direct connection.

13 If prompted, type the voice messaging system's phone number and press ENTER.

14 Follow the on-screen instructions until the main menu appears.

15 At the main menu, type **2** to transfer the restore files.

16 Follow the on-screen instructions to complete the transfer.

17 Exit the BRFT remote software.

18 With Windows Remote, establish a remote access connection.

19 Shut down the voice messaging system application.

20 At an OS/2 command prompt, change to the E:\Vmail directory.

21 Type **vmrestor** and press ENTER.

22 Follow the on-screen instructions to restore the system files.

   NOTE: Several times during the restore process, you may be asked to overwrite files. Type **y** and press ENTER for each occurrence, and continue.

23 Restart the voice messaging system application.

To restore system default settings (disaster recovery)

1 Shut down the voice messaging system application.

2 Open an OS/2 command prompt from the voice messaging system by performing one of the following:

   • If you are using a monitor, keyboard, and mouse plugged into the voice messaging system board to access the voice messaging system screens, go to the OS/2 desktop and select the OS/2 Window icon.

   • If you are using a remote access connection to access the voice messaging system screens, switch to the OS/2 Host Process Switcher window. Type 0 to choose "Start a new 0S/2 text session" and press ENTER.

3 At the OS/2 command prompt, type **f:** and press ENTER.

4 Type **cd ** and press ENTER.

5 Type **default** and press ENTER.

6 Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

7 Set up or change settings for the voice messaging system software as described in "Setting up the voice messaging system software".At the OS/2 command prompt, type **f:** and press ENTER.

8 Type **cd ** and press ENTER.

9 Type **default** and press ENTER.

10 Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

11 Set up or change settings for the voice messaging system software as described in "Setting up the voice messaging system software".

Upgrading the Voice Messaging System

Section 1

Upgrade overview

This chapter describes the process for upgrading an existing XenMail CTI package. To perform an upgrade, you will need the upgrade file that was provided when you purchased additional system options.

Upgrading an existing system may include adding any or all of the following options:

- New system languages.
- Additional voice messaging system ports.
- New feature packages, such as TeLANophy.

Refer to the steps below to perform an upgrade.

If you are upgrading from a different product line, see "New with this product" and "Set up overview" to set up your "new" system.

Upgrade steps

1 **Back up the voice messaging system and transfer the backup files to a support computer or a LAN.**

    See "Using the backup and restore utilities" on page 41.

2 **If your upgrade includes new system languages or Hospitality prompts, configure the voice messaging system software to use them.**

    See "Adding system languages and prompts"on page 62.

3 **If your upgrade includes new ports, configure the phone system and voice messaging system to use them.**

    See "Increasing the number of ports"on page 64.

4 **If your upgrade includes new feature packages, configure the voice messaging system software to use them.**

    See "Adding feature packages"on page 66.

SECTION 2

ADDING SYSTEM LANGUAGES AND PROMPTS

Perform the following steps to add system languages and prompts.

You can also use these steps to change your default system language or remove a language and replace it with another selection. An upgrade file is not required for such tasks.

Steps for adding a language

1 Configure the voice messaging system software to use additional languages and prompts.

See the procedure, "To add or update system languages and prompts" on page 62.

2 Back up the voice messaging system.

See "Using the backup and restore utilities" on page 41.

To add or update system languages and prompts

1   Shut down the voice messaging system application by pressing ESC at the Banner screen and then following the system prompts.

2   If you haven't already done so for this upgrade, transfer the upgrade file from the support computer to the C:\ directory (root) on the voice messaging system hard drive. See "Transferring files" on page 37.

3   To open an OS/2 command prompt from the voice messaging system screens, do one of the following:

   •   If you are using a monitor, keyboard, and mouse plugged into the voice messaging system board to access the voice messaging system screens, go to the OS/2 desktop and select the OS/2 Window icon.

   •   If you are using a remote access connection to access the voice messaging system screens, switch to the OS/2 Host Process Switcher window. **0** to choose "Start a new 0S/2 text session" and press ENTER.

4   At the OS/2 command prompt, **f:** and press ENTER.

5   **cd ** and press ENTER.

6   **setup** and press ENTER.

7   **y** to proceed with the voice messaging system Setup utility.

8   From the Setup menu, **1** to choose "Add new features" and press ENTER.

9   Press ENTER to confirm that the voice messaging software is installed on drive E.

10 Press ENTER to confirm that the voice messaging software is installed in the Vmail directory.

11 From the Upgrade Code menu, 1 to use the upgrade file you copied to the C:\ directory and press ENTER.

12 Press ENTER to confirm that the upgrade file is located in the C:\ directory.

13 Review the features and options available with your new system that are listed on-screen. Press ENTER to continue.

14 From the Add New Features menu, choose "Add new prompts" by typing the corresponding menu number and pressing ENTER.

15 When you have completed your selection, press ENTER to continue.

16 Follow the on-screen instructions to configure the system software for the languages that you want to add or update.

17 If you are updating an existing language, you may want to avoid overwriting customised or rerecorded prompts. If so, at the Install All New Prompts menu, choose "No" and then press ENTER to continue.

18 When you reach the Setup Complete menu, type **y** and press ENTER to exit the Setup utility.

19 Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

SECTION 3

INCREASING THE NUMBER OF PORTS

Refer to the steps below to increase the number of ports on your system.

Steps for adding ports

1 **Program the phone system to assign extensions to the new ports, and revise the hunt group.**

2 **Configure the voice messaging system software to work with the additional ports.**
See "To add ports" on page 64.

3 **Customise the new ports for your site.**

See *"Completing the site information"* and "Setting up ports" in the *System Management Guide*.

4 **Back up the voice messaging system.**

See "Using the backup and restore utilities" on page 41.

To add ports

1 Shut down the voice messaging system application by pressing ESC at the Banner screen and then following the system prompts.

2 If you haven't already done so for this upgrade, transfer the upgrade file from the support computer to the C:\ (root) directory on the voice messaging system hard drive. See "Transferring files" on page 37.

3 To open an OS/2 command prompt from the voice messaging system screens, do one of the following:

- If you are using a monitor, keyboard, and mouse plugged into the voice messaging system board to access the voice messaging system screens, go to the OS/2 desktop and select the OS/2 Window icon.
- If you are using a remote access connection to access the voice messaging system screens, switch to the OS/2 Host Process Switcher window. **0** to choose "Start a new 0S/2 text session" and press ENTER.

4 At the OS/2 command prompt, **f:** and press ENTER.

5 **cd ** and press ENTER.

6 **setup** and press ENTER.

7 **y** to proceed with the voice messaging system Setup utility.

8 From the Setup menu, **1** to choose "Add new features" and press ENTER.

9 Press ENTER to confirm that the voice messaging software is installed on drive E.

10 Press ENTER to confirm that the voice messaging software is installed in the Vmail directory.

11 From the Upgrade Code menu, **1** to use the upgrade file you copied to the C:\ directory and press ENTER.

12 Press ENTER to confirm that the upgrade file is located in the C:\ directory.

13 Review the features and options available with your new system that are listed on-screen. Press ENTER to continue.

14 From the Add New Features menu, choose "Add voice ports" by typing the corresponding menu number and pressing ENTER.

15 When you have completed your selection, press ENTER to continue.

16 Follow the on-screen instructions to configure the system software for the additional ports.

17 When you reach the Setup Complete menu, type **y** and press ENTER to exit the Setup utility.

18 Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

SECTION 4

ADDING FEATURE PACKAGES

To add feature packages, such as TeLANophy or ActiveFax, perform the following steps.

Steps for adding feature packages

1 Ask your network administrator for the information required to set up the feature packages and network protocols at your site.

Some feature packages require a LAN integration. If the correct network protocols are not set up on your system, you are prompted to set them up when you configure the voice messaging system software. Refer to the table below for details.

2 Configure voice messaging system software to use feature packages.

See "To add feature packages" on page 67.

3 If you added TeLANophy, set it up.

See TeLANophy overview, Chapter 6.

4 If you added ActiveFax, set it up.

See *System Management Guide*: FaxMail setup, Chapter 9.

5 Back up the voice messaging system.

See "Using the backup and restore utilities" on page 41.

Setup option	Action required
TeLANophy	❑ Configure TCP/IP or IPX/SPX protocols
Network protocols	❑ For TCP/IP, indicate: subnet mask, router, domain, server name, and TCP/IP address of voice messaging system
	❑ For IPX/SPX, indicate: NetWare bindery or directory mode, preferred server and name context, frame header type
	❑ For NetBIOS over TCP/IP, configure TCP/IP and indicate: NT domain, NT user ID, and NT password

To add feature packages

1 Shut down the voice messaging system application by pressing ESC at the Banner screen and then following the system prompts.

2 If you haven't already done so for this upgrade, transfer the upgrade file from the support computer to the root (c:\) directory on the voice messaging system hard drive. See "Transferring files" on page 37.

3 To open an OS/2 command prompt from the voice messaging system screens, do one of the following:
   - If you are using a monitor, keyboard, and mouse plugged into the voice messaging system board to access the voice messaging system screens, go to the OS/2 desktop and select the OS/2 Window icon.
   - If you are using a remote access connection to access the voice messaging system screens, switch to the OS/2 Host Process Switcher window. **0** to choose "Start a new 0S/2 text session" and press ENTER.

4 At the OS/2 command prompt, **f:** and press ENTER.

5 **cd ** and press ENTER.

6 **setup** and press ENTER.

7 **y** to proceed with the voice messaging system Setup utility.

8 From the Setup menu, **1** to choose "Add new features" and press ENTER.

9 Press ENTER to confirm that the voice messaging software is installed on drive E.

10 Press ENTER to confirm that the voice messaging software is installed in the Vmail directory.

11 From the Upgrade Code menu, **1** to use the upgrade file you copied to the C:\ directory and press ENTER.

12 Press ENTER to confirm that the upgrade file is located in the C:\ directory.

13 Review the features and options available with your new system that are listed on-screen. Press ENTER to continue.

14 From the Add New Features menu, choose the features you want to set up by typing the corresponding menu number and then pressing ENTER.

15 When you have completed your selection(s), press ENTER to continue.

16 Follow the on-screen instructions to configure the system software for these new features.

17 When you reach the Setup Complete menu, type **y** and press ENTER to exit the Setup utility.

18 Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

A system with incorrect protocol information cannot connect to the LAN. To reenter the correct values, perform the procedure, "to change an existing network protocol configuration."

SECTION 5
SETTING UP ACTIONS AFTER GREETINGS

If the caller does not press any touchtone keys during the operator's greeting, the system takes the action specified in the Action section of Application screen page 4. The actions for the operator box are the same as for a transaction box.

If the operator's extension is busy or does not answer after a set number of rings, calls go by default to the public interview box.

The public interview box plays a series of questions and records the caller's response. If your system uses the public interview box, set up at least one subscriber with access to these messages, called public messages, to ensure that someone will receive them and respond in a timely manner.

Messages in the operator box, which have been listened to, are automatically deleted according to the setting in the "Public hold/archive msgs" field on the Public Interview Box screen. Messages left in the system operator box can also be manually deleted before the voice messaging system deletes them by pressing F7 from Application screen page 4.

To set up actions after greetings

1   Go to Application screen page 4.

2   In the Action section, in both the "Day" and "Night" fields, the appropriate values and press ENTER.

3   If you typed **g** (Go to system ID) in either the "Day" or "Night" field, then in the field to the right, the system extension that you want to route the call to, and press ENTER.

    If you want to send the call to the public interview box, **$PM**.

4   If the Action value is "Take-msg," then in the "Max-msg" field, the appropriate value.

5   If the Action value is "Take-msg," then in the "Edits OK?" field, the appropriate value.

6   If the Action value is "Take-msg," then in the "Send msg urgent?" field, the appropriate value.

7   If the Action value is "Take-msg," then in the "After msg" field, the appropriate value.

See Also:

APPLICATION SCREEN PAGE 4

```
                   E A S Y M A D E   A P P L I C A T I O N        Page 4 of 12
20.   Set up System Operator
  System ID: 0                         Voice name: 0:01           Language: US

-->Transfer ------------------>Greeting ----->Action ----------------------
  Day?    Yes--> 0            | »Day:  0:09 | Day:  GotoID--> 0
  Nite?   No                  |  Nite: 0:09 | Nite: GotoID--> $PM
                              |             |
  Release       0 Rings       |  Alt:  0:07 |  Max-msg:    90 sec
  Intro: 0:01   Holding? No   |             |  Edits OK? Yes
  Transfer options  : A       |  Active: D/N|  Send msg urgent? No
  Gather ID intro   : 0:00    |             |  After msg: GotoID--> $HANGUP
------------------------------------------------------------------------------
Alternate system IDs for special operators on each port: 1=131 2=132 3-4=135
```

Day (Action)   Accepts one of the following field values for the action taken after playing the greeting during the day schedule.

   S (Say good-bye)   Plays a prompt asking whether the caller needs further assistance, pauses, says good-bye, then disconnects.

   O (Transfer to the operator)   Routes the caller to the operator box. This setting is not recommended for use with the operator box.

   H (Hang up)   Disconnects without saying good-bye.

   R (Restart)   Returns the caller to the opening greeting box. This setting is not recommended for use with the operator box.

   G (Go to system ID)   Routes the call to another system ID. If you choose this option, enter an ID to route the call to in the field to the right. Do not enter a system ID for the operator box.

   T (Take a message)   Records a message for the owner of the voice mailbox.

Night (Action)   Accepts the same field values as the "Day" field. The value determines what action is taken after playing the greeting during the night schedule.

Max-msg   Accepts the maximum length, in seconds, of a message from an unidentified caller. This setting applies only if the Action value is set to "Take a message."

Edits OK?   Accepts **y** or **n** to let callers change messages they have just recorded. This setting applies only if the Action value is set to "Take a message."

Send msg urgent?   Accepts one of the following values for enabling an unidentified caller to leave an urgent message. This setting applies only if the Action value is set to "Take a message."

   Y (Yes)   Sets the system to send every message from an unidentified caller as an urgent message.

   A (Ask)   Sets the voice messaging system to ask unidentified callers whether to mark a message as urgent.

   N (No)   Prevents unidentified callers from marking messages as urgent.

After msg   Accepts the same field values as the "Day" action field (except "Take a message"). The value determines the action taken after recording a caller's message. This setting applies only if the Action value is set to "Take a message."

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Setting Up TeLANophy

Section 1

TeLANophy
OVERVIEW

TeLANophy is a suite of applications that combines features of the voice messaging software, the phone system, and a LAN. The TeLANophy suite consists of ViewMail®, ViewFax®, ViewCall® Plus (with PhoneBASIC™), and ViewMail for Microsoft Messaging. TeLANophy subscribers can use their workstations to access and manage voice and fax messages. Perform the following setup steps to use TeLANophy at your site.

TeLANophy setup steps

1 **Activate TeLANophy and configure network protocols on the voice messaging system:**

   • If you purchased TeLANophy as part of a new voice messaging system or want to use a trial version, the TeLANophy feature package is automatically activated the first time you set up the system. If you did not configure the system's network protocols at that time, see "Configuring network protocols for TeLANophy" on page 72. Otherwise, continue with step 2.

   • If you are adding TeLANophy to an existing system, see "Adding feature packages" to upgrade your system and configure network protocols to use this feature.

2 **Connect the voice messaging system to a LAN.**
   See "Connecting communications devices.".

3 **For ViewCall Plus, specify station numbers for ViewCall Plus on the voice messaging system.**
   See "Specifying station numbers for VewCall Plus" on page 73.

4 **Install and set up the TeLANophy application on individual workstations.**
   See "TeLANophy workstation overview" on page 74.

SECTION 2

CONFIGURING NETWORK PROTOCOLS FOR TELANOPHY

Perform the following procedure to set up or reconfigure network protocols for TeLANophy.

To configure network protocols for TeLANophy

1 Ask your network administrator for the information required to set up network protocols. Refer to the table in Chapter 2 for details.

2 Shut down the voice messaging system application by pressing ESC at the Banner screen and then following the system prompts.

3 To open an OS/2 command prompt from the voice messaging system screens, do one of the following:

   • If you are using a monitor, keyboard, and mouse plugged into the voice messaging system board to access the voice messaging system screens, go to the OS/2 desktop and select the OS/2 Window icon.

   • If you are using a remote access connection to access the voice messaging system screens, switch to the OS/2 Host Process Switcher window by pressing Esc+Alt. Type 0 to choose "Start a new 0S/2 text session" and press ENTER.

4 At the OS/2 command prompt, type f: and press ENTER.

5 Type cd \ and press ENTER.

6 Type setup and press ENTER.

7 Type y to proceed with the voice messaging system Setup utility.

8 Press ENTER to continue until you reach the Setup Type menu.

9 From the Setup Type menu, type 2 to choose "Configure system" and press ENTER.

10 Press ENTER until you reach the Update Configuration menu.

11 From the Update Configuration menu, type 1 to configure or reconfigure network protocols for TeLANophy and press ENTER.

12 When you have completed your selection(s), press ENTER.

13 Follow the on-screen instructions to continue.

14 From the Setup Complete menu, type y and press ENTER to exit the Setup utility.

15 Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

   NOTE: A system with incorrect protocol information cannot connect to the LAN. To reenter the correct values, perform the procedure, see "To change an existing network protocol configuration."

SECTION 3

SPECIFYING STATION NUMBERS FOR VEWCALL PLUS

For ViewCall Plus to work correctly, the phone system's station numbers must be entered into the voice messaging system.

To specify station numbers in the voice messaging system

1   Go to line 7 on Application screen page 1.

2   In the "Station numbers" field, enter the phone system station numbers that are connected to the voice messaging system ports.

APPLICATION SCREEN PAGE 1

```
»1. Ans 5. Ans                    10:30am  DAY 20-Aug-02
 2. Ans 6. Dial                          INSERT
 3. Ans 7. A/D                    Recording Time: 112:12
 4. A/D 8. Msg                    System manager

        E A S Y M A D E   A P P L I C A T I O N      Page 1 of 12

 1. Site name: Organisation's name
 2. Contact: Organisation's system manager        Phone#: 555-555-5555

---------------------------- Calls Answered ---------------------------------

 3. Total trunks/stations: 12 / 24          Calls/day: 500
 4. Day calls answered: All trunks           Night calls: All trunks
 5. All ports busy action: Ring-until-answered

---------------------------- Access Numbers ---------------------------------
 6. Trunk pilot #: 555-555-5555        # of trunks answered: 12
    Alternate trunk #s: 800-555-5555
 7. Port stations          Pilot #: 500
   Station numbers: 500-508
```

Port station numbers   Accepts the extension number of each phone system line that is connected to a voice messaging port, in ascending order, separated by commas. If the numbers are sequential, type a range separated by a hyphen.

SECTION 4

TELANOPHY WORKSTATION OVERVIEW

This chapter provides instructions for installing and setting up TeLANophy on user workstations.

Setup steps

1 Make sure workstations meet hardware and software requirements.
See "TeLANophy workstation hardware and software requirements" on page 75.

2 Set up network protocols on the TeLANophy workstations.
See "Setting up TeLANophy network protocols" on page 76.

3 Install and set up TeLANophy applications on individual workstations.
See "TeLANophy workstation installation overview" on page 81.

4 Tell subscribers how to get started.
See *System Management Guide:* "Training subscribers."

SECTION 5

TeLANophy WORKSTATION HARDWARE AND SOFTWARE REQUIREMENTS

Hardware/software	Requirements
Hardware	❑ PentiumII 300 with at least 128 MB RAM or better recommended (required by VMM)
	❑ NIC
	❑ PC-compatible sound device (optional)
Memory and hard disk space	❑ 16 MB of hard disk space
	❑ 8 MB RAM (16 MB or more recommended)
	❑ 52K conventional memory
Operating system	❑ Any of the following:
	• Microsoft Windows 98
	• Microsoft Windows NT 4.0 with Service Pack 6A
	• Microsoft Windows 2000
	• Microsoft Windows XP
E-mail system for ViewMail for Microsoft Messaging (VMM)	❑ Any of the following:
	• Microsoft Exchange
	• Microsoft Outlook (for Outlook 98 and Outlook 2000, need Corporate or Workgroup version)
	Note: When a customer is running the Windows XP operating system, the following versions of Microsoft Outlook will work with our new VMM: • Outlook 97 • Outlook 98 • Outlook 2000 with Service Pack 1 • Outlook 2002(XP) with Service Pack 1 • Microsoft Windows Messaging

SECTION 6

**SETTING UP
TELANOPHY
NETWORK PROTOCOLS**

TeLANophy workstations can use TCP/IP as the communications protocol. TeLANophy uses TCP port 1024. You need to know the TCP/UDP port to allow access through a firewall.

Refer to the following sections to install and set up the TCP/IP protocol, and to use TeLANophy applications over wide area networks (WANs) and the Internet.

- To set up TCP/IP workstation, see "TeLANophy workstation installation overview," on page 81.

- To use TeLANophy applications over a WAN or the Internet with TCP/IP, see "Using TeLANophy applications with WANs and the Internet" on page 84.

See Also: ———————————————
OS/2 Warp documentation

SECTION 7
TCP/IP FOR WINDOWS 98 OR LATER

Perform the following procedure to set up Windows 98 or later workstations that use TeLANophy applications with TCP/IP.

To set up a Windows 98 or later workstation

1 From the Windows taskbar, choose "Start," choose "Settings," and then choose "Control Panel."

2 In the Control Panel, double-click "Network."

3 In the Configuration tab, check whether "TCP/IP protocol" is listed. Then choose the appropriate scenario:

   • If it is listed, choose "Cancel."

   • If it is not listed, choose "Add," then follow the on-screen instructions to install the driver from your Windows.

Next Step:
OS/2 Warp documentation

SECTION 8
TCP/IP FOR WINDOWS NT 4.0

Perform the following procedure to set up Windows NT 4.0 workstations that use TeLANophy applications with TCP/IP.

Administrative rights are required to configure a workstation. If the buttons are shaded, you do not have administrative rights.

To set up a Windows NT 4.0 workstation

1 From the Windows taskbar, choose "Start," choose "Settings," and then choose "Control Panel."

2 In the Control Panel, double-click "Network."

3 Choose the Protocols tab, and check whether "TCP/IP protocol" is listed. Then choose the appropriate scenario:

   • If "TCP/IP protocol" is listed, choose "Cancel."

   • If "TCP/IP protocol" is not listed, choose "Add," and then follow the on-screen instructions to install the driver from your Windows NT 4.0 disc.

SECTION 9

TCP/IP FOR WINDOWS 2000

Perform the following procedure to set up Windows 2000 workstations that use TeLANophy applications with TCP/IP.

Administrative rights are required for setting up a Windows 2000 workstation. Without administrative rights, an error message appears explaining that you have insufficient rights for changing settings.

To set up a Windows 2000 workstation

1   From the Windows taskbar, choose "Start," choose "Settings," and then choose "Control Panel."

2   In the Control Panel, double-click "Network and connections."

3   Right-click "Local area connections." On the Shortcut menu, click "Properties."

4   In the Local area connections dialogue box, click "Install" and choose "Protocol."

5   Click "Add" and click "TCP/IP."

6   Click "Add."

SECTION 10
TESTING THE TCP/IP SETUP

To test the TCP/IP setup on individual workstations, perform the following procedure.

To use the PING software

1   On the workstation, open an MS-DOS command prompt.

2   Type ping <IP address of the voice messaging system> and press ENTER.

3   If you see a PING software reply message containing bytes received, the TCP/IP software is configured properly. If not, you will get a message saying that the IP address could not be reached. Try one or more of the following actions to correct the problem:

   •   The workstation may not be configured correctly. Repeat the appropriate protocol setup procedure for the workstation's operating system.

   •   The voice messaging system's protocols may not be configured correctly. Perform the procedure, "To set up the voice messaging system software" to confirm or correct these settings.

   •   There may be a problem with the network. Contact the network administrator.

   •   Network cables may not be attached correctly or securely. Check the LAN connections for the voice messaging system and the workstation.

   •   You may not have restarted the workstation. Close all files, shut down all applications, and restart.

SECTION 11
**TELANOPHY
WORKSTATION
INSTALLATION
OVERVIEW**

The installation files for TeLANophy applications are stored on the voice messaging system's disc. There are two ways that you can install TeLANophy applications on individual workstations:

• You can take the voice messaging system's disc to each workstation and install TeLANophy applications from the disc. To use this method, see "Installing TeLANophy from a CD" on page 82.

• You can copy the TeLANophy application install files to a network drive and then install them on individual workstations from the network. See "Installing TeLANophy from a network" on page 83.

Refer to the following table to determine the correct file path when you install TeLANophy applications using either method.

Installing ViewFax

When installing ViewFax on Windows 98 or later, the installation may stop and return an error message about the Daemon.exe file. If this happens, press CTRL-ALT-DEL and go to the task manager or close program box. Highlight Daemon.exe and click "End Task" or "End Process." Return to the ViewFax installation window and click "Retry" to continue.

TeLANophy application paths

Application	Disc directory path
ViewMail	\Viewapps\Viewmail\Full
ViewCall Plus	\Viewapps\Vcp\Full
ViewFax	\Viewapps\Viewfax\Full
ViewMail for Microsoft Messaging	\Viewapps\Vmm\Full

SECTION 12

INSTALLING TeLANophy FROM A CD

To install TeLANophy from a CD

1   At the workstation, insert the voice messaging support CD in the CD-ROM drive.

2   Choose "Start," and then choose "Run."

3   Refer to the table on page 81 for the TeLANophy application path. Type

> <TeLANophy CD directory path>\setup

and choose "OK."

Warning! ViewMail and ViewFax must be installed in the default directories. If View-Mail is already installed, do not install ViewCall Plus in the same directory, or both programs may not work properly. ViewFax must be installed **after** ViewMail for Microsoft Messaging (VMM), or both programs may not work properly.

4   In the Welcome dialogue box, choose "Next."

5   In the Information dialogue box, choose "OK."

6   Perform one of the following:

   •   If you are installing ViewCall Plus, in the Install Options dialogue box, select "Local installation."
   •   If you are not installing ViewCall Plus, continue with step 7.

7   Follow the on-screen instructions to complete the installation.

SECTION 13
INSTALLING TELANOPHY FROM A NETWORK

To install TeLANophy applications on individual workstations from a network, perform the following procedures.

Because you must have network rights to create directories, copy files, and grant directory rights to other workstations, the network administrator may need to perform the "To copy TeLANophy installation files to a network directory" procedure for you.

To copy TeLANophy installation files to a network directory

1   Log on to the network.

2   On a network drive accessible to all workstations, create an installation directory for the applications. For example, for ViewMail, type

> md x:\viewapps\viewmail

and press Enter.

3   Insert the voice messaging system's disc in the CD-ROM drive. For each TeLANophy application you want to install, copy the subdirectory from the disc to the installation directory that you created in step 2.

To install TeLANophy from a network

1   Choose "Start," and then "Run."

2   Refer to the table on page 81 for the TeLANophy application path. Type:

> <your network TeLANophy application path>\setup

and choose "OK."

For example, for ViewMail, type

> x:\viewapps\viewmail\full\setup

Warning! ViewMail and ViewFax must be installed in the same directory (the default). If ViewMail is already installed, **do not** install ViewCall Plus in the same directory, or both programs may not work properly.

3   Perform one of the following actions:

- If you are installing ViewCall Plus, in the Welcome dialogue box, choose "Next."
- If you are not installing ViewCall Plus, go to step 6.

4   In the Information dialogue box, choose "OK."

5   In the Install Options dialogue box, select "Local installation."

6   Follow the on-screen instructions to complete the installation.

SECTION 14

USING TELANOPHY APPLICATIONS WITH WANS AND THE INTERNET

TeLANophy clients or workstations can use TCP/IP to run TeLANophy applications over the Internet or a wide area network (WAN). The following conditions are required to establish a TCP/IP connection between a remote workstation and the voice messaging system:

- The workstation is connected to the voice messaging system through a WAN, dial-up Internet service, or dedicated Internet connection.
- The network administrator has configured the network to allow for remote connections.
- TeLANophy uses TCP port 1024. You need to know the TCP/UDP port to allow access through a firewall.

After these requirements are met, the workstation can access the voice messaging system as it would any other Internet service.

To set up a workstation for a WAN or Internet connection

1   From the workstation, connect to the WAN or Internet service provider, using TCP/IP as the network protocol.

2   After the connection between the workstation and host is established, open the desired TeLANophy application.

SECTION 15
INSTALLING VIEWMAIL FOR MICROSOFT MESSAGING ON WORKSTATIONS

This topic updates the item "Setting up TeLANophy Workstations" in Chapter 6 of this Installation Guide.

Workstation requirements

One of the following operating systems:

Windows® 98

Windows NT® 4.0 with Service Pack 6a

Windows® 2000

Windows® XP

10 MB of free hard disk space

NOTE: The new TeLANophy clients are not compatible with Windows® 95

When using Office 2000 or Office XP/2000, you must install Service Pack 1 for Office **before** installing VMM ViewMail for Microsoft Messaging.

Setup steps

1   Set up the TCP/IP network protocol on the TeLANophy workstations. See "TeLANophy workstation overview" on page 74.

2   Install and set up TeLANophy on the workstation. See "To install ViewMail for Microsoft Messaging from the voice messaging compact disc" on page 86.

3   Tell subscriber's how to get started.

    See "TeLANophy training" in the *System Management Guide.*

Installing ViewMail for Microsoft Messaging

If you are upgrading to Outlook 2002® and are running a previous version of Microsoft Messaging (VMM), your must uninstall VMM first before installing Outlook 2002.

To install ViewMail for Microsoft Messaging (VMM) with Outlook 2002

1 Exit Outlook.

2 Uninstall previous versions of VMM using the Add/Remove Programs tool in the Windows Control Panel.

3 If using the 16-bit version of VMM, run VIEWBGON.EXE to completely remove VMM from your system. This utility is located in the Viewapps directory on the voicemail CD.

4 Install Microsoft Office XP.

5 Install Service Pack 1 for Microsoft Office XP at: **http:/ office.microsoft.com/downloads/2002/oxpsp1.aspx**.

6 Close all applications.

7 Install the latest version of VMM. See "To install ViewMail for Microsoft Messaging from the voice messaging compact disc" on page 86.

8 Shut down, then restart the workstation.

9 Open Outlook 2002 with VMM.

To install ViewMail for Microsoft Messaging from the voice messaging compact disc

1 At the workstation, insert the voice messaging compact disc in the CD-ROM drive.

2 On the taskbar, click "**Start**," then select the Run menu.

3 Type **\Viewapps\Vmm\Full\Setup** and select "**OK**."

4 If asked to restart the system, click "Yes." Windows will shut down and restart. You will have to login before the install program continues.

5 On the Welcome screen, click "**Next**."

6 When prompted to select an installation directory:

   • To accept the default directory, click "**Next**."
   • To install the program in another directory, click "**Browse**, " navigate to the directory, click "**OK**, " and then click "**Next**."

7 To install the program in another directory, click "**Browse**, " navigate to the directory, click "**OK**, " and then click "**Next**."

8 On the Ready to Install screen, click "**Next**."

9 On the Installation is Complete screen, click "**Finish**."

10 If prompted to restart the computer, do so.

About the System Board

SECTION 1

ABOUT THE SYSTEM BOARD

The voice messaging board provides all voice messaging system application functions and voice recording storage on its hard disk. To install the voice messaging system board, see "Installing the voice messaging system board." To connect communication devices, see "Connecting communication devices."

XenMail CTI system board
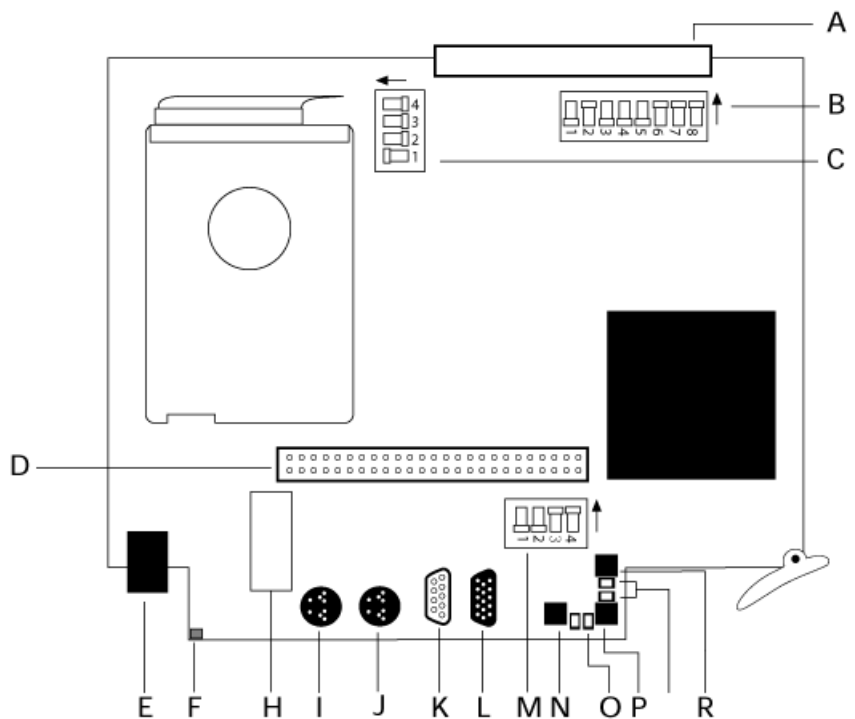
A Backplate Connector

B SW2:

Do not use. Keep the default settings as illustrated.

C SW1:

Do not use. Keep the default settings as illustrated.

D Expansion Board Cable

E Modem connector

F Hard Drive LED:

Indicates hard disk activity.

H LAN connector

I Keyboard connector

J Mouse connector

K COM (serial) port connector

L VGA Monitor connector

M SW3:

By default, dip switch #1 is set to Off so that the voice messaging system application starts when the board is turned on. Set the switch On to only start OS/2 software.

By default, dip switch #2 is set Off for direct (serial) remote access connections. Set the switch On for modem connections.

Switches #3 and #4 are not used. Keep the default settings as illustrated.

N Power button:

Do not use. Cuts the power to the board from the PC and the hard drive.

O Software LED:

Voice messaging software LED is green when the software is active, amber when active with possible application problem, and red when inactive or shut down.

P Shutdown switch:

By default, the switch is set On. Before turning off the phone system and disconnecting the system board, set the switch Off to shut down the software and system board properly.

Before restarting, set On. The board restarts only when the switch is on.

Q Shutdown LED:

Red when switch is On and green when switch is Off. Once light goes out, you can safely turn off power to the KSU and disconnect the board.

R MB LED and switch:

Do not use. Must be set On at all times and the LED red.

Daughter Board
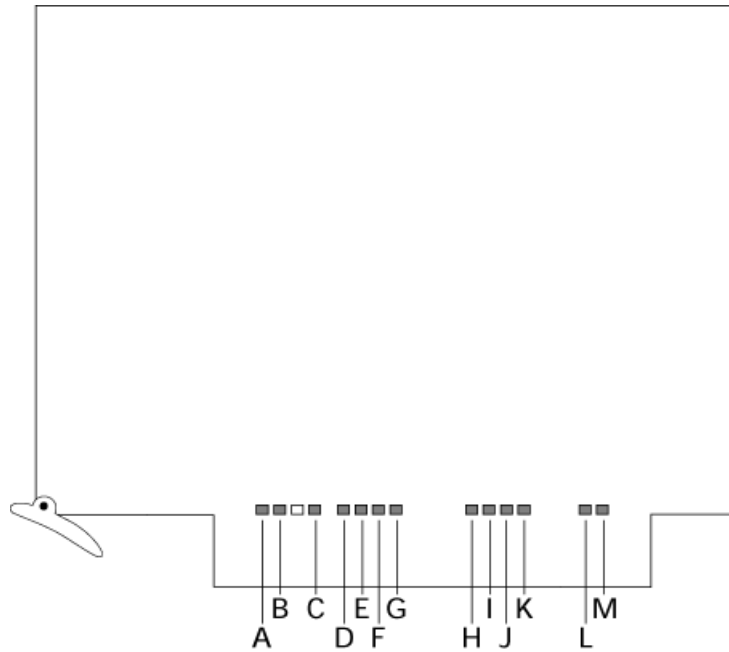
A F206 LED   **H** VM Channel 5

B CGA LED   **I** VM Channel 6

C Application LED   **J** VM Channel 7

D VM Channel 1   **K** VM Channel 8

E VM Channel 2   **L** Fax Channel 1

F VM Channel 3   **M** Fax Channel 2

G VM Channel 4

Designation	Control	Purpose
iCMC System Diagnostic	Red LED Indicator	After the board is installed, this LED lights to indicate initialisation and then turns off after the board is completely initialised, (after a few seconds). • Remains On over 5 minutes — indicates initialisation failure • Off — indicates normal operation • Flashing — indicates hardware failure
OP-STA1	Yellow LED Indicator	Displays computer status 1
OP-STA2	Red LED Indicator	Displays computer status 2
ENET CON.	Green LED Indicator	Ethernet Connection indicator
ENET BSY.	Yellow LED Indicator	Ethernet Busy indicator
APPL.	Red LED Indicator	AV Application status
H.D.	Green LED Indicator	Hard Drive R/W activity
Shutdown	Push button	Push to shutdown and restart the board
LAN	Connector, 8 pin modular socket ISO 8877	10 Base-T LAN Connector, TCIP/IP socket service; Ethernet Port
COM-1	Connector, D-type RS-232 9 Pin	Serial #1 provide EIA/TIA RS-232C compatibility, wired as DTE; modem or PMS port
COM-2	Connector, D-type RS-232 9 pin	Serial #2 provide EIA/TIA RS-232C compatibility, wired as DTE; default console port for direct connections

Starting and Shutting Down the System

SECTION 1

STARTING AND SHUTTING DOWN THE SYSTEM

Some procedures require that you shut down and restart the voice messaging application. Others require that you shut down and restart both the voice messaging application and the operating system. See the following procedures to shut down the voice messaging application or the application and the operating system.

Caution Do not disconnect the board or turn off the power while the Application LED (Red) is on.

Caution Always shut down the voice messaging system before turning off the phone system or subscribers may lose messages.

To shut down and restart the voice messaging system application

1 Shut down the voice messaging application by pressing ESC at the Banner screen and then following the system prompts.

2 If you are connected to the voice messaging system using a monitor, keyboard, and mouse, perform the following actions to restart the voice messaging application. Otherwise, go to step 3.

   • Go to the OS/2 desktop by pressing ALT+ESC repeatedly until it appears.

   • Select the Restart Voicemail icon on the OS/2 desktop.

3 If you are using a remote access connection to access the voice messaging system screens, perform the following actions to restart the voice messaging application:

   • Open an OS/2 command prompt as described in "Using the OS/2 host process switcher" on page 34.

   • At the OS/2 command prompt, type e: and press ENTER.

   • Type cd \vmail and press ENTER.

   • Type vm and press ENTER.

To shut down and restart the voice messaging system

1   Shut down the voice messaging application by pressing ESC at the Banner screen and then following the system prompts.

    CAUTION If you set the Shut down switch OFF before exiting the application, the system will not wait for a call to finish before disconnecting all lines.

2   Locate the Shutdown switch on the voice messaging system board and set it Off. The system automatically exits the voice messaging application (if open), shuts down OS/2, and turns the board's power off.

    CAUTION If the Shut down switch is already set OFF, go to an OS/2 command prompt, type **shutdown** and wait for the shutdown to finish. Then push the Power button.

3   Restart the voice messaging system by setting the Shutdown switch On and then pressing the Power button.

Changing Network Protocols

SECTION 1

CHANGING NETWORK PROTOCOLS

Changing network protocols

To change the network protocol configuration for an existing voice messaging system, perform the following procedure.

To remove a network protocol configuration, perform the procedure, "To remove the existing network protocol configuration" on page 94.

To change an existing network protocol configuration

1   Ask your network administrator for the information required to set up network protocols. Refer to the table in Chapter 2 for details.

2   Shut down the voice messaging system application by pressing ESC at the Banner screen and then following the system prompts.

3   At the OS/2 command prompt, type `f:` and press ENTER.

4   Type `cd \` and press ENTER.

5   Type `setup` and press ENTER.

6   Type `y` to proceed with the voice messaging system Setup utility.

7   Press ENTER to continue until you reach the Setup Type menu.

8   From the Setup Type menu, type `2` to choose "Configure system" and press ENTER.

9   Press ENTER to confirm that the voice messaging software is installed on drive E.

10 Press ENTER to confirm that the voice messaging software is installed in the Vmail directory.

11 Review the features and options available with your system that are listed on-screen. Press ENTER to continue.

12 From the Update Configuration menu, type `3` to reconfigure network protocols and press ENTER.

13 When you have completed your selection(s), press ENTER.

14 Follow the on-screen instructions to continue.

15 From the Setup Complete menu, type `y` and press ENTER to exit the Setup utility.

16 Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

To remove the existing network protocol configuration

1 Shut down the voice messaging system application by pressing ESC at the Banner screen and then following the system prompts.

2 At the OS/2 command prompt, type `f:` and press ENTER.

3 Type `cd \` and press ENTER.

4 Type `setup` and press ENTER.

5 Type `y` to proceed with the voice messaging system Setup utility.

6 Press ENTER to continue until you reach the Setup Type menu.

7 From the Setup Type menu, type `3` to choose "Remove configuration" and press ENTER.

8 Press ENTER to confirm that the voice messaging software is installed on drive E.

9 Press ENTER to confirm that the voice messaging software is installed in the Vmail directory.

10 Review the features and options available with your system that are listed on-screen. Press ENTER to continue.

11 From the Remove Configuration menu, type `3` to reconfigure network protocols and press ENTER.

12 When you have completed your selection(s), press ENTER.

13 Follow the on-screen instructions to continue.

14 From the Setup Complete menu, type `y` and press ENTER to exit the Setup utility.

15 At an OS/2 command prompt, type `shutdown` and press ENTER.

16 Shut down and restart the voice messaging system by setting the board's Shutdown switch Off. After the system has shut down, set the switch On and then press the Power button to restart.

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